



**Michigan  
Emergency Telephone Service Committee (ETSC)**

**2003  
Report to the Michigan Legislature  
on the  
Implementation of Wireless E9-1-1**

**P.A. 78, 79, 80, and 81 of 1999  
amending P.A. 32 of 1986**



**August 31, 2003**

ETSC Web Site: <http://www.michigan.gov/msp-etsc>

**Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature  
TABLE OF CONTENTS**

<b>Item</b>	<b>Page Numbers</b>
Report of the Chair/Status of Wireless E9-1-1	4-5
Reporting Requirements of P. A. 78 of 1999	6-8
A. Extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.	6
B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.	6-7
C. The service charge required in Section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.	7
D. A description of any commercial applications developed as a result of implementing this act.	8
E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.	8
ETSC Goals for 2003-2004	9
Department of State Police Report	10-11
Department of Treasury Report	12
County Certification	13
Dispatcher Training	14
Appendix 1 -- Map of Phase I Wireless Implementation by County	15
Appendix 2 -- Status of Wireline E9-1-1 Implementation by County	16
Appendix 3 -- Overview of Wireless Fund	17
Appendix 4 -- County Information	18-26
Appendix 5 -- Distribution of Wireless Funds to Counties	27
Appendix 6 -- Wireless E911 CMRS Status Report	28

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Appendix 7 – Allowable Wireless Surcharge Expenditure List	29-30
Appendix 8 – Dispatcher Training Fund Distributions	31-37
Appendix 9 – Approved Dispatcher Training Courses	38-41
Appendix 10 – Michigan 9-1-1 Charges (Wireline)	42-46
Appendix 11 – 9-1-1 Surcharge Overview by State	47
Appendix 12 – P.A. 78 of 1999	48-53
Appendix 13 – Committee Membership Listing	54
Appendix 14 – Subcommittee Membership Listing	55-56
Appendix 15 – 2002 ETSC Meeting Minutes	57-86
Appendix 16 – Acronym Listing	87-92

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**JENNIFER M. GRANHOLM**  
**GOVERNOR**

**State of Michigan**  
**EMERGENCY TELEPHONE SERVICE COMMITTEE**  
East Lansing

**PAUL M. ROGERS**  
**CHAIR**

August 2003

TO: Interested 9-1-1 Parties

The Michigan Emergency Telephone Service Committee (ETSC) was created by Public Act 32 of 1986. There were fewer members on the ETSC when it first met, and the committee served primarily in an advisory role. The primary focus was to facilitate the implementation of Enhanced 9-1-1 (E9-1-1) services throughout Michigan. At that time, many counties did not have 9-1-1 services at all, and those that did paid for it out of local funds.

Cellular and other forms of wireless technology were just getting started and had little impact on 9-1-1 systems. There were no such things as automatic crash notification (ACN) systems, two-way paging devices, wireless devices like Palm Pilots and Blackberry units, or Voice-Over Internet Protocol devices where a person could use a personal computer to make a phone call.

The Federal Communications Commission (FCC) had not yet developed rules for the implementation of Phase I and Phase II wireless 9-1-1. Phase I requires that wireless phones (mobile phones) that dial 9-1-1 also deliver the location of the radio tower the call is being routed through and the call back number for the phone used. Phase II requires that the location of the mobile phone be delivered to the PSAP (Public Safety Answering Point) when 9-1-1 is dialed.

Today, Michigan has deployed E9-1-1 services throughout the state for all wireline (hard-line) phones. A majority of Michigan PSAPs are Phase I compliant and receive wireless 9-1-1 calls and the call back number of the mobile phone used to dial 9-1-1. Several PSAPs have implemented Phase II wireless 9-1-1 where the real-time location of mobile phones can be determined.

The ETSC now oversees millions of dollars in funds for implementing wireless 9-1-1, funding of 9-1-1 center operations, and training of 9-1-1 operators. While the PSAPs are busy attempting to implement Phase I and II wireless 9-1-1, additional technological challenges are already beginning to impact the delivery of 9-1-1 services. These include the ability to dial 9-1-1 from two-way paging devices, automatic crash notification systems like OnStar, Voice Over Internet Protocol systems, and wireless handheld communications like Palm Pilot and Blackberry devices.

Association of Public Safety Communications Officials • Commercial Mobile Radio Service • Department of Consumer and Industry Services • Department of State Police • Deputy Sheriff's Association • Fraternal Order of Police • Michigan Association of Ambulance Services • Michigan Association of Chiefs of Police • Michigan Association of Counties • Michigan Communications Directors Association • Michigan Association of Fire Chiefs • Michigan Professional Firefighters Union • Michigan Public Service Commission • Michigan Sheriff's Association • Michigan State Police Troopers Association • National Emergency Number Association • Telecommunications Association of Michigan • Upper Peninsula Emergency Medical Services • Members of the general public appointed by the Governor, Speaker of the House, and Majority Leader of the Senate

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Interested 9-1-1 Parties  
Page Two  
August 2003

This annual report to the Legislature includes substantial information about the status of 9-1-1 in Michigan and the progress of our 83 counties in implementing all facets of 9-1-1 services.

The most important thing the Legislature can do is to create a State 9-1-1 Coordinator/Administrator position to take on the day-to-day responsibilities that have been carried, to date, by people who have other full-time jobs. It is simply no longer possible to expect people with other responsibilities to volunteer well over 50% of their employment time to facilitate statewide 9-1-1 activities. The responsibility of monitoring the activities of over 200 PSAPs, managing \$30,000,000 in wireless funding each year, and coordinating the implementation of new 9-1-1 technologies has gone way past the ability of volunteers.

The ETSC is an excellent resource, and brings many different disciplines together to achieve our common goals with regard to 9-1-1. However, this committee of volunteers cannot do what a full-time coordinator can do. Many states have implemented statewide 9-1-1 coordinator/administrator positions. Michigan needs to address this issue now. I strongly urge the Legislature and other public safety officials to work together to make a statewide 9-1-1 coordinator function a reality.

Respectfully submitted,

PAUL M. ROGERS, CHAIR  
Michigan Emergency Telephone Service Committee

Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature

**REPORTING REQUIREMENTS OF P.A. 78 OF 1999**

P.A. 78 of 1999, Section 412 (1) states: **The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:**

- A. The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.**
- B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.**
- C. The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.**
- D. A description of any commercial applications developed as a result of implementing this act.**
- E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.**

\*\*\*\*\*

This information was requested from counties via letter on June 2, 2003, and from CMRS suppliers via letter on June 4, 2003. A reminder notice was sent to counties on July 11, 2003. What follows is the Emergency Telephone Service Committee's compilation of responses received.

- A. The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.**

All of Michigan's 83 counties have requested Phase I wireless service and 31 counties have requested or are pending Phase II service. To date, 61 counties have implemented Phase I and 21 have partially implemented Phase I, meaning the service is being provided by at least some of the CMRS suppliers licensed to do business within the county. One county is still pending. A map detailing the status of Phase I by county is contained in Appendix 1. A status report listing CMRS implementation by county is contained in Appendix 6.

- B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.**

**PSAPs:** Each county was asked to report actual Phase I and Phase II implementation costs and any other allowable wireless fund expenditures for calendar year 2002. A detailed list of responses can be found in Appendix 4. Overall, counties received \$12 million in wireless funding during calendar year 2002. Counties report spending \$3,636,341 on Phase I; \$3,303,404 on Phase II; and \$14,863,319 on other allowable expenditures. (Some of these expenditures were made with wireless funds carried over from the previous year.)

Some counties report that they are setting aside all or a portion of their wireless monies until they have sufficient funds to complete dispatch center upgrades or purchase costly Phase II equipment, such as mapping software or CAD systems.

**CMRS:** Reimbursements approved by the ETSC to date total \$4,387,772.44. Until successful implementation is complete, CMRS suppliers generally do not remit invoices to the state. The suppliers of CMRS do, however, incur significant costs with the implementation of Phase I and II E9-1-1. There are two main categories of costs for CMRS suppliers implementing Phase I E9-1-1 non-recurring and recurring costs.

**Non-recurring costs** can be broken down into four general types of costs:

- Switching (includes E9-1-1 software and hardware),
- E9-1-1 System Provider Facilities (includes trunks, data links, and selective router interconnection if needed),
- E9-1-1 Vendor Services (may include an implementation fee for deployment in the CMRS supplier's region),
- Engineering, Operations, Maintenance, & Administration (includes billing software development, legal administration, engineering, testing and implementation).
- Mapping for Phase II compliance.

**Recurring costs** can be broken down into three general types of costs:

- E9-1-1 System Provider Facilities (monthly charges a supplier incurs for links and trunks, as well as selective router interconnection costs),
- E9-1-1 Services Vendor (often priced by the vendor for the CMRS supplier on a per subscriber basis, but can also be priced based on the population covered or on switched cell sites covered. These services may also include additional SCP database functionality or location measuring capabilities),
- Supplier Operations, Maintenance, and Administration (ongoing costs depending on what the E9-1-1 vendor services include).

In summary, CMRS suppliers' Phase I E9-1-1 costs for non-recurring charges for a mid-size market can range from a few hundred thousand to several hundred thousand dollars, while Phase I monthly recurring costs can range from several thousand to one hundred thousand dollars. Phase II cost information is only partially available at this time, however, many CMRS suppliers will incur significant increases in costs to accommodate Phase II.

CMRS suppliers will continue to submit invoices as E9-1-1 (Phase I and Phase II) deployments continue, causing the CMRS fund to decrease.

**C. The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.**

With the information provided by counties, the ETSC Legislative Action Subcommittee completed an extensive review of Michigan's 9-1-1 funding structure. The subcommittee looked closely at Michigan's current system, reviewed programs in other states, analyzed cost and call data, and submitted its recommendations to the ETSC.

Appendix 11 contains a chart of 9-1-1 surcharges by state. Twenty-two states have a higher monthly wireless surcharge than Michigan, nine states have a \$.50 per month surcharge, and one state charges \$.51 per month.

**D. A description of any commercial applications developed as a result of implementing this act.**

This information was requested from all CMRS suppliers doing business in Michigan. Suppliers indicated they do not use wireless surcharge funds to develop technology for commercial use or profit.

**E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.**

County reports indicate the total annual cost of 9-1-1 operations in Michigan to be over \$128 million. Of this, approximately \$12 million came from wireless surcharge funding. While some PSAPs do not yet have the technology in place to obtain accurate call counts, the National Emergency Number Association estimates that over 25% of 9-1-1 calls come from wireless phones, with even higher percentages shown to occur in metropolitan areas. Of those Michigan PSAPs capable of counting or accurately estimating their call volumes, it appears that an average of 40% of all calls to 9-1-1 come from wireless phones.



**Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature**

**OBJECTIVES for 2003-2004**

Since passage of the 1999 legislative amendments to P.A. 32 of 1986, technology has evolved and much has been learned about both wireline and wireless E9-1-1 implementation. The ETSC Legislative Action Subcommittee began work in July to identify areas of P.A. 32 that may need to be added/revised/or updated. The subcommittee researched the following areas, soliciting input from sources within the state of Michigan and in other states:

- Multi Line Telephone System (MLTS) Technology
- Prepaid Wireless Surcharge
- Annual Reporting and Accounting
- Registration Requirement for Any Service System Resellers Providing Access to 9-1-1 in Michigan/Registration Requirement for CLECS in Michigan
- 9-1-1 Service Provider Access to CMRS Fund
- Emergency Service Provider Release of Customer Information in Emergency Situations (Subpoena Process, etc.)
- MSP Access to Wireless Funds
- County Certification for Wireless Calls
- Michigan 9-1-1 Coordinator
- Alternate Uses for 9-1-1 Databases/Accessibility to 9-1-1 Databases
- Qualified Obligation (Debt Retirement on Surcharge Ballot Proposals)
- PSAP Certification for Direct Payment of Wireless Funds
- Parity in Cost Recovery

The ETSC approved at its May 12, 2003, meeting to move forward with the legislative rewrite package.

<p style="text-align: center;"><b>Emergency Telephone Service Committee 2003 Report to the Michigan Legislature</b></p> <p style="text-align: center;"><b>DEPARTMENT OF STATE POLICE REPORT</b></p>
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#### Wireless Implementation

Progress on upgrading Michigan State Police regional dispatch centers to accept Phase I calls has been slow due to lack of funding. The 1999 wireless legislation did not provide a cost recovery mechanism for MSP. Costs for staff and maintenance of these centers are borne by the department's general fund monies. The department's largest center, located in Detroit, currently answers approximately 2,000 wireless 9-1-1 calls per day.

One exception is the MSP Rockford Regional Dispatch Center. Through an agreement with Kent County, a portion of the county's wireless 9-1-1 funding is being routed to MSP to upgrade equipment and handle wireless call response for the county.

With the early out retirements of many dispatchers, MSP is currently at a staffing level of 95 dispatchers, down from 110 at one time. The 15 positions have been permanently eliminated.

#### Dictaphone

State Police have installed the Freedom Dictaphone software at all seven regional dispatch centers. This system has the capability to capture/record telephone conversations, radio transmissions, and record on multiple talk groups. It is an upgrade of the old software tapes.

#### \$.03 Fund

For the first two years, Michigan's wireless surcharge was \$.55 per month. During that time, \$.03 was set aside for use by the Department of State Police "to fund priority issues of 9-1-1 coverage."

MSP retained Schumaker and Company of Ann Arbor, Michigan, to assist in the preparation of an objective needs assessment, an overall financial disbursement strategy, and a proposal submission form which was widely distributed to the 9-1-1 community. Evaluation of the proposals was done with the assistance of a working committee comprised of representatives from the PSAP community.

The final report, with recommendations of projects to receive funding, was presented to the Governor's Office and select members of the Legislature earlier in 2003 for consideration. Meetings have been held to discuss the final report with these select members. Members of the ETSC are also making contact with Legislators to discuss the report. It is hoped that once the Legislature is back in session, a final meeting will be held and approval and authorization for disbursement of the funds will be granted by the full Legislature, as required by law.

#### ETSC Staff Support

The Michigan State Police is responsible for providing staff assistance to the Emergency Telephone Service Committee as necessary to carry out the Committee's duties. This function is housed within the department's Uniform Services Bureau (USB) Administrative Section. The USB office serves as the central point of contact for all questions and inquiries regarding the ETSC and its functions.

The Uniform Services Bureau Commander serves as the State Police representative to the ETSC. This representative currently serves as the chair of the Legislative Action and CMRS subcommittees. Two USB staff members provide administrative staff support to the committee and its members. These three MSP members handle their ETSC duties in addition to their day-to-day responsibilities within the department. As 9-1-1 has continued to grow and expand in Michigan, the need for a full-time state coordinator has become a necessity to keep the program on track in the state.

In accordance with P.A. 78, before CMRS invoices are reviewed by the CMRS Subcommittee, Michigan State Police staff must remove all information that identifies the CMRS supplier submitting

the invoice. Internal procedures are in place to track invoices as they are received and reviewed by the CMRS Subcommittee and the ETSC. During the calendar year of 2002, 50 invoices were received and reviewed for reimbursement.

Regular mailings have been sent in an effort to keep interested parties informed of the Committee's activities. Due to the budget restrictions facing the state, information which previously was mailed is now posted to the ETSC web site to save on copying and postage expenses. The web site can be reached at:

<http://www.michigan.gov/msp-etsc>

**Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature  
DEPARTMENT OF TREASURY REPORT**

The Department of Treasury is responsible for the financial administration of this program. Financial administration tasks include processing payments received from the Commercial Mobile Radio Suppliers (CMRS); making distributions to the counties, CMRS, and the Public Safety Answering Points (PSAPs) as directed by the committee; and accounting for these transactions.

The Office of Revenue and Tax Analysis identified the CMRS suppliers or resellers that had customers conducting business in Michigan. As of June 2003, there are 50 CMRS suppliers/resellers operating in Michigan.

Cash Receipts to date for Fiscal Year 2003, from CMRS suppliers and interest, total \$26.5 million. Treasury's Bureau of Investments invests the account balances as part of the State's common cash fund.

Four types of payments are made from this program.

1. & 2. County payments, which are funded by the 10-cent and 15-cent portion of the fee, have been disbursed on a quarterly basis since May 2000.
3. Fourteen payments have been made to the CMRS suppliers this fiscal year, which is funded by the 25-cent portion of the fee. Payments are made to CMRS suppliers for providing and installing equipment that implements the wireless emergency service order and PA 79 of 1999. A balance of \$35.7 million remains in the fund for disbursement.
4. The third PSAP training fund payment was made in May 2003. \$732,117 was distributed to 146 PSAPs. The next disbursement will occur in the early fall 2003, and is estimated to be more than \$700,000.

The system to make disbursements to the counties and the PSAPs is a modification to the State Revenue Sharing system.

(as of July 2003)

**CONTACT:**

Evah Cole - [ColeE@michigan.gov](mailto:ColeE@michigan.gov)  
Or  
Andrew Lockwood - [lockwooda@michigan.gov](mailto:lockwooda@michigan.gov)  
at  
(517) 373-2864



**Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature  
COUNTY CERTIFICATION**

At its December 4, 2002, meeting the ETSC approved the following criteria to be used in determining fourth-year certification:

1. *To be compliant with Michigan P.A. 78, a county must, prior to February 28, 2003:*
  - (A) *Provide the ETSC with documentation of a final 9-1-1 plan, approved by that county's board of commissioners.*
  - (B) *The final 9-11 plan must incorporate a reference to FCC Docket 94-102, the wireless emergency service order.*

This information was disseminated to all County Board of Commission Chairs and PSAP directors in letters dated January 13, 2003.

On March 28, 2003, the ETSC voted to certify all 83 Michigan counties as eligible for fourth-year funding.

The 5<sup>th</sup> year certification process will require counties to be Phase I compliant by January 31, 2004. A county that has not deployed Phase I with all the CMRS carriers in their entire 9-1-1 service district(s), or has not deployed Phase I in a specific geographic area in their 9-1-1 service district(s), must submit a written plan for deployment to the ETSC by January 31, 2004. This plan must meet with the approval of the ETSC and must include actual deployment of Phase I service. A county may be exempt from the plan to implement wireless 9-1-1 for any wireless carrier that is not ready and/or refuses to deploy, through no fault of the county.

There will be requirements for Phase II service also. Information on both of these plan requirements will be forwarded to counties during September 2003.

**Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature**

**DISPATCHER TRAINING**

Section 409 (1) (d) of Act 78 of 1999 provides that \$.015 of the surcharge collected for each CMRS connection be distributed to primary public safety answering points (PSAPs) for the basic and in-service training of PSAP personnel. The Act also requires the funds be spent on training that is approved by the Michigan Commission on Law Enforcement Standards (MCOLES).

MCOLES has continued to partner with, and provided support to, the ETSC as provided in P.A. 78. In consultation with the subcommittee, in-service dispatcher training course requests were processed and reviewed. Those found to be eligible were approved by MCOLES for funding eligibility. Approved courses were submitted by MCOLES for inclusion on the ETSC web site.

In early January the ETSC distributed the dispatcher training fund application form (ETSC-101) and instructions to all PSAPs in Michigan. Of the 191 primary PSAPs in Michigan, 150 submitted requests for dispatcher training funds. Sixteen applications were challenged or amended by the subcommittee and none were denied. On March 28, 2003, the ETSC voted to approve the Dispatcher Training Subcommittee's recommendation that wireless training fund distribution be paid to the 150 certified PSAPs from revenue available for distribution in fiscal year 2003.

The 150 approved applications cover a total of 1,907 eligible dispatchers. With \$732,116.00 available for this distribution, the per dispatcher amount was \$383.91 (total amount per PSAP rounded off to whole dollars).

A detailed listing of PSAPs and distribution amounts is attached in Appendix 8.

**Map of Phase I Wireless Implementation by County  
as of August 25, 2003**







## Appendix 2

### STATUS OF WIRELINE E9-1-1 IMPLEMENTATION

as of August 2003

County	Wireline	
	Phase I	Phase II
P = Pending	Y=Yes N=No R=Requested	
Alcona	Y	N
Alger	Y	N
Allegan	Y	N
Alpena	Y	N
Antrim*	Y(1/3)	N
Arenac*	Y (2/4)	N
Baraga	P	N
Barry	Y	R
Bay	Y	N
Benzie	Y	N
Berrien	Y	N
Branch	Y	Y
Calhoun	Y	N
Cass	Y	N
Charlevoix	Y	Y
Cheboygan	Y	Y
Chippewa*	Y(1/2)	P
Clare*	Y (2/3)	N
Clinton	Y	R
Crawford	Y	N
Delta*	Y (1/2)	P
Dickinson	Y	N
Eaton	Y	R
Emmet	Y	Y
Genesee*	Y (6/7)	R (6/7)
Gladwin	Y	N
Gogebic	R	N
Grand Traverse	Y	N
Gratiot	Y	R
Hillsdale	Y	N
Houghton	Y	P
Huron	Y	N
Ingham	Y	N
Ionia	Y	N
Iosco*	Y (2/3)	N
Iron	Y	N
Isabella	Y	N
Jackson	Y	N
Kalamazoo	Y	N
Kalkaska	Y	N
Kent	Y	P
Keweenaw	P	N
Lake	Y	R

County	Wireline	
	Phase I	Phase II
P = Pending	Y=Yes N=No R=Requested	
Lapeer*	Y(5/6)	P
Leelanau	Y	N
Lenawee	P	N
Livingston	Y	P
Luce	P	N
Mackinac	P	N
Macomb	Y	N
Manistee	Y	N
Marquette	Y	Y
Mason	Y	R
Mecosta	Y	R
Menominee	Y	P
Midland	Y	N
Missaukee	Y	N
Monroe*	Y (5/6)	P
Montcalm	Y	N
Montmorency	Y	N
Muskegon	Y	N
Newaygo	Y	P
Oakland*	Y(5/6)	P
Oceana	Y	R
Ogemaw	Y	N
Ontonagon	P	R
Osceola	Y	R
Oscoda	Y	N
Otsego	Y	N
Ottawa	Y	R
Presque Isle	Y	N
Roscommon	P	N
Saginaw	Y	P
St. Clair	Y	N
St. Joseph*	Y (4/5)	R (1/5)
Sanilac*	Y (2/3)	R
Schoolcraft	P	N
Shiawassee*	Y (5/6)	N
Tuscola	Y	N
Van Buren	Y	N
Washtenaw	Y	N
Detroit	Y	R
Downriver	Y	N
CEW	Y	N
CWW	P	N
Wexford	Y	P

\*Indicates number of CMRS suppliers who have implemented Phase I. For example; (2/3) indicates two out of three suppliers have implemented Phase I.

Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature

**OVERVIEW OF WIRELESS FUND  
DISTRIBUTIONS TO DATE (as of  
8/31/03)**

FUND	RECEIPTS	DISBURSEMENTS	BALANCE
<b>CMRS (.25)</b>	42,349,748.25	4,387,772.44	37,961,975.81
<b>COUNTY (.10)</b>	16,462,161.81	15,132,850.00	1,329,311.81
<b>COUNTY/POP (.15)</b>	24,710,584.64	22,715,809.00	1,994,775.64
<b>TRAINING (.015)</b>	2,528,167.87	1,928,279.00	599,888.87
<b>MSP (.03-sunset)</b>	1,956,624.43	1,956,624.43	0
<b>TOTALS</b>	88,007,287.00	46,121,344.87	41,885,952.13

P.A. 32 of 1986, as amended, provides that the \$.52 wireless surcharge is to be distributed as follows:

**CMRS:** \$.25 is disbursed to reimburse CMRS suppliers licensed by the Federal Communications Commission for providing and installing equipment that implements the wireless emergency service order and P.A. 32 of 1986, as amended. This disbursement is made as CMRS invoices are submitted to and approved by the ETSC. (Not reflected in disbursements here is \$4,252,109.74 that was approved for reimbursement by the Committee at its August 19, 2003, meeting.)

**COUNTY:** \$.10 is disbursed equally to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and P.A. 32 of 1986, as amended. Money received by a county shall only be used to implement the wireless emergency service order and P.A. 32. Disbursement is made quarterly by the Department of Treasury.

**COUNTY/POPULATION:** \$.15 is disbursed on a per capita basis to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and P.A. 32 of 1986, as amended. The most recent census conducted by the United States Census Bureau is used to determine the population of each county. Money received by a county shall only be used to implement the wireless emergency service order and P.A. 32. Disbursement is made quarterly by the Department of Treasury.

**TRAINING:** \$.015 is available to PSAPs for training personnel assigned to 9-1-1 centers. Funds are distributed semi-annually, in accordance with an application process established by the ETSC. Money is disbursed to eligible PSAPs and counties for training of PSAP personnel through courses approved by the Michigan Commission on Law Enforcement Standards. The courses must provide basic 9-1-1 operations training or in-service training to employees engaged in 9-1-1 service.

**CMRS RETAINS:** \$.005 is retained by the CMRS supplier or reseller to cover the costs of billing and collection as the only reimbursement from this charge for billing and collection costs. (Since this portion is not submitted to the Department of Treasury, it is not included in the chart above.)

**MSP:** For the first two years, Michigan's wireless surcharge was \$.55 per month. During that time, \$.03 was set aside for use by the Department of State Police "to fund priority issues of 9-1-1 coverage." A proposal that includes projects to receive funding was provided to the Governor's Office and various members of the Legislature early this year for review. Questions have arisen regarding the selection process, which MSP has discussed with these Legislative members. An additional meeting will be scheduled after the Legislature is back in session. In addition, members of the ETSC are in contact with Representatives to answer their questions. It is hoped that the proposal will be approved by the full Legislature later this year.

**(Insert COUNTY INFORMATION Spreadsheet Here)**

**Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature  
COUNTY INFORMATION DETAIL**

<b>County</b>	<b>Comments</b>
Alcona	Phase I compliant. Wireless funds are being banked. Current plan calls for moving Alcona Co. Central Dispatch from the Sheriff's Office to a separate building. Funds are being banked to purchase a building and renovate it to meet the needs of the dispatch center. Additionally, new radio equipment and mapping equipment are planned for when the dispatch center moves from the Sheriff's Office to it's own facility.
Alger	Alger has converted to 800 MHz. Are receiving cell phone 911 calls on our 911 system with tower site and call back number.
Allegan	Phase I compliant with all providers. The costs at Allegan Co. for Phase I wireless 911 were primarily the wages of the Allegan Co. Central Dispatch Technical Supervisor's direct work with the wireless providers. This involved MSAG work, call testing, and coordination of implementation. Work has begun to initiate Phase II wireless implementation, including evaluating our current 911 premise equipment and mapping technologies. Other allowable expenditures were used for the wages of the technical supervisor and an additional telecommunicator position for the peak call times on afternoon/evening shifts. In regards to funds and Phase II system upgrades, along with the wireless funds received in 2000 and 2001, the remaining \$43,093 received from 2002 wireless fund has been set aside for a future 911 phone system upgrade and mapping system that can be integrated for use with Phase II.
Alpena	Phase I compliant.
Antrim	Phase I compliant. Minimal expenditures were made during fiscal 2002 from wireless funds for the primary purpose of having enough funds to complete a CAD system upgrade and purchase a CAD based mapping software. \$47,495 has been paid out of wireless funds fiscal 2003 to date for the CAD upgrade and additional expenditures. Expenditures have been approved for an additional \$158,177 during physical 2003.
Arenac	Phase I deployed with two companies. Will be Phase I deployed with remaining two companies sometime this year. Moved into a new dispatch center in February of this year, which has made the organization more efficient. It has also created the need for another dispatcher, especially when call volumes are unusually high. Without wireless funds, Arenac Co. would have been unable to upgrade and prepare to implement and receive wireless calls for emergency service.
Baraga	MSAG/addressing project pending completion, final payment \$13,000. 911 addressing signs and installation project estimated cost \$106,158.
Barry	Phase I compliant. Letters of request for Phase II have gone out to CMRS providers. Included in the \$599,166 listed as unexpended receipts is the balance of our 2002 operating budget paid for 2002. This includes all expenses not pertaining to wireless operation or to Phase I or Phase II implementation costs.

Bay	Has Phase I service with five different companies.
Benzie	Phase I implementation continues. 911 wireless funds have been used to assist in funding the 911 function for Benzie County. Specifically this includes the expenses for the five year lease purchase of an upgraded 911 system, it's supporting maintenance contract, and other operational costs. The County's general fund also supports the 911 effort. The unexpended revenue was carried over into the fund's balance for the following year which is a normal and desirable result.
Berrien	Phase I fully implemented in April 2003. Report reflects Berrien County expenditures for all 5 PSAP's operating in the county. Unexpended receipts for FY02 were rolled over into a "Wireless" fund balance that is earmarked for FY03 budget and future Phase II costs.
Branch	The CAD sypsem purchased in 2001 is Phase I and II compliant.
*CCE (Charlevoix, Cheboygan, and Emmet counties)	Phase I compliant with all CMRS providers except one. Phase II compliant. Installation completed in April 2003.
Calhoun	The feasibility study for a Calhoun Co. consolidated Public Safety Communications Center has been completed by our E911 Coordinator. At the present time, we are looking toward implementation in 2004.
Cass	Phase I compliant. Currently accepting calls from Nextel, Alltel, Centennial, and Verizon. We are currently looking to make a request for Phase II wireless within the next year. We need to upgrade our CAD system with mapping to become capable to accept Phase II calls. There were no expenditures for Phase I and Phase II implementation in 2002. Changing CAD systems to be Phase II compliant in 2004 and applying the wireless money for the purchase of these systems.
Charlevoix	Phase I compliant with all CMRS providers except one. Phase II compliant. Installation completed in April 2003.
Cheboygan	Phase I compliant with all CMRS providers except one. Phase II compliant. Installation completed in April 2003.
Chippewa	Phase I compliant with one of two companies. Expect implementation with the second company in 2003. 911 center has installed equipment to receive wireless 911 calls at our center. \$231,011 was expended by Chippewa Co. during 2002 for the purchase of CPE Positron Lifeline 100, Power 911 CAD and Power Mapping. Equipment was fully implemented on 6/20/02. Working with county mapping vendor to determine needs and do not have a time frame established for Phase II readiness. No recommendation to change the service charge amount.
Clare	Phase I compliant with two companies. Clare rolls the wireless money into the operating budget of the center. It is not held out for specific projects. 911 equipment was upgraded to allow for 10/20 digit capability.
Clinton	Phase I compliant. Awaiting Phase II. 2002 call summary 911 trunks 27,695. Cellular calls 16,452. General business calls 52,834. 59% of all emergency calls from cellular.
Crawford	Phase I completed with three companies. Call volume totals listed above are only for calls in which an incident number was assigned. We are unable to keep statistics for calls received that are not issued an incident number.

Delta	Currently, two cellular companies are servicing the area. One company is Phase I compliant. We are uninformed of the implementation status of the second company. Mapping program is up and running, but we have a problem with the software accessing certain addresses from the database. The map itself is of exceptional quality. The mapping software company is working on a solution.
Dickinson	Phase I compliant. Wireless calls are estimated due to some wireless companies not being Phase I capable.
Eaton	Phase II implementation costs include CAD-Mapping software, upgraded computer equipment to provide a map at all Dispatch positions. Other allowable expenditures were for equipment at the 911 center. Eaton County is Phase I compliant for all wireless carriers in our county.
Emmet	Phase I compliant with all CMRS providers except one. Phase II compliant. Installation completed in April 2003.
Genesee	Phase I installed and operational with six companies, one company remaining. Phase II installed and operational with six companies, one company remaining.
Gladwin	Phase I compliant. Began receiving wireless 911 calls in May 2002. No equipment in place to track number of wireless calls received. Manual counted 291 wireless calls from May – Dec. 2002. The \$1,614 of allowable expenditures from 911 wireless funds was for dispatchers to attend Powerphone Dispatch Training. All figures listed were attained from the Gladwin Co. Clerk's Office.
Gogebic	County is working on the MSAG and developing the GIS for regional. Working on the communications for the county and working with the Michigan State Police and regional dispatch. Education of the public on 911 implementation.
Grand Traverse	Still working on Phase I. New equipment needed for Phase II.
Gratiot	Phase I implemented. 2002 Budget breakdown: \$452,277. Surcharge = \$170,00. Agency contribution = \$233,616. Other (interest and carry-over = \$8,661. Wireless = \$40,000. Excess wireless of \$50,429 is set aside for Phase II upgrades which will be completed within the next 12 – 18 months as the dispatch center is relocating to a new center with new equipment.
Hillsdale	Phase I implemented. Four cellular companies have tested and we are receiving Phase I data. Alltel (includes CenturyTel), Centennial, Voicestream and Nextel. Sprint has a tower in our county but has not tested yet.
Houghton	We are Phase II compatible, but do not have the technology to plot coordinates on a computer map. PSFA grant applied for.
Huron	Phase I compliant.
Ingham	Phase I implemented with all known cell providers. Phase II requests mailed in April 2003. Unexpended receipts held in reserve for wireless voice system.



Ionia	Phase I implemented with all known carriers. Considerable staff time was devoted to implementing Phase I which is not included in "Actual Phase I Implementation Costs." The portion of the wireless surcharge provided to counties needs to be substantially increased. Over 50% of our 911 calls were wireless. Yet, only 10% of our revenue was derived from wireless funds. At the same time, the number of wireline telephones is decreasing so that less revenue is being received from that surcharge. Providing for the proper funding of 911 centers through telephone (wireline and wireless) surcharges has become a critical issue that needs to be addressed.
Iosco	Two of three CMRS providers are Phase I. NPI advised they did not have the funding and would not be making any attempt to do any Phase I or Phase 2 implementation. The wireless revenues came in over projections for 2002. Without pre-approval, these funds could not be expended during the 2002 budget year.
Iron	Phase I compliant.
Isabella	Phase I compliant.
Jackson	Phase I compliant and testing Phase II. Unexpended money for 2002 to be spent on MDC project.
Kalamazoo	Three CMRS providers began routing to Sheriff's Dept. in 2003. The one remaining provider should be routing to the Sheriff's Dept. as soon as SBC can handle 20 digit. Our phone equipment has been upgraded to accept 20 digit.
Kalkaska	
Kent	Working on site and sector maps with five CMRS providers.
Keweenaw	Still implementing Phase I. Expect to have enhanced 911 before the year is through. All 911 calls are currently routed through the Negaunee Post. A good portion of the 911 budget will be used for completion of re-addressing, numbering, signs, and street manager software.
Lake	Phase I compliant. Receiving name of caller's cell company, tower phone number, tower's address, and call back number for the cell caller. Lake Co. receives a large amount of cell calls from citizens that accidentally bumped their 911 button. They apologize when we call them. Many times they don't know they dialed 911 until we call them back. Another large portion of 911 calls on the cellular trunks are citizens that don't stop to help people, they are just passing by. Officers are sent out to find nothing. Many other callers are routed to the proper county because their incidents occur in these other counties. 44.5% of our 911 calls are cell 911 calls. Phase II mapping is still being discussed. Applied for approximately \$57,000 a year ago, and have not heard anything from the people overseeing the 03 cent fund.
Lapeer	Phase I completed with 5 of 6 providers. GIS department recently went through an RFP to update base maps and centerlines. The county commission is considering a proposal to add a Systems Admin. Position to oversee the Phase II implementation and future oversight of that infrastructure.
Leelanau	Phase I is complete and operational except NPI. NPI will not commit to an implementation date.
Lenawee	Alltel and Cricket have implemented Phase I. No other companies have implemented Phase I.
Livingston	Phase I compliant. During FY02, \$85,190.57 was expended to replace the 911 Life Line Telephone equipment at the back-up center to accept both

	Phase I and II. Also during FY02, we installed two additional dispatch consoles at the primary PSAP. Most of the FY02 listed equipment and expenditures should have been part of the Phase I and II implementation costs. Phase II should be completed by the end of 2003. We are still working with CLEMIS and our CAD vendor on this project. The lawsuit between MCDA and SBC is still pending, which impacts the financial responsibilities for PSAP's and SBC.
Luce	Negaunee Dispatch has installed equipment that meets Phase I requirements as of 4/30/03. PSAP 811 test date is 6/2003. The unexpended amount of \$33,011.00 is for radios, pagers, and other electronic equipment to be purchased during the 2003 calendar year.
Mackinac	Phase I and Phase II ready. Phase I testing with one company is ongoing. No testing with the other company to date. Phase II request will be submitted as soon as Phase I testing is completed with company. MSP Negaunee Dispatch lost call records for Oct/Nov due to equipment problems. Calls reported are based on total ALI bids for the year, wireless calls are calls for service less Oct/Nov.
Macomb	We have a fund balance of \$517,998 after the 2002 activity.
Manistee	Grant from local Revenue Sharing Board = \$200,000 for 800MHz radios. \$53,708.12 from Verizon lease. Returned down payment from 3 years ago for CAD system lease paid off early with wireless funds \$208,828.74
Marquette	Phase I compliant. We are now equipped to handle Phase II calls
*Mason/Oceana	Phase I compliant. Moving into a new building and plans are to be operational on Aug. 11, 2003. We will then be Phase II compliant and letters requesting Phase II will go out to wireless companies at that time.
*Meceola	Phase I completed in 2002. Meceola is moving into Phase II. Mapping is due to be completed in early fall of 2003. Phase II will be requested at that time. CAD system and phone systems are ready for Phase II.
Mecosta	Phase I compliant. Moving into Phase II, mapping is due to be completed in early fall of 2003. Phase II will be requested at that time. CAD system and phone systems are ready for Phase II.
Menominee	Phase I compliant. Wireless calls in the city of Menominee and along the Bay are either transferred or relayed by the Wisconsin PSAP's that receive them. Power 911 and Power Map, along with upgrades to our system were installed beginning in July 2002, and make us Phase II ready. We are working on errors in our mapping program, and will request Phase II when those errors are completed. Part of the cost in actual Phase I implementation are also considered part of Phase II implementation. The unexpended receipts are money that will be used for mapping updates and equipment.
Midland	Final funds for 2002 not received until 1/31/03, therefore they were not expended in 2002. Some of the funds spent in 2002 were remaining from 2001, so figures don't match. One carrier remaining on Phase I implementation, they have requested our approval for delayed implementation so they can advise FCC of "compliance" and not receive future fines. To date we have not signed. Awaiting implementation schedule from them.
Missaukee	Phase I completed.

Monroe	Phase I compliant. Monroe County will be Phase II compliant this year. Mapping complete – AVL in testing phase. Landline and wireless report server installed. Monroe County did not receive wireless funds in 2002 but was able to complete Phase I and start several other projects that have been scheduled for completion in 2003.
Montcalm	Receive ANI for cell and ALI for tower face. Have not purchased mapping yet.
Montmorency	Excess receipts over expenditures will be used for equipment.
Muskegon	Call counts are averaged due to information lost during call accounting system upgrade. All wireless funds are applied to personnel costs. Wireless implementation costs are taken from the general operating budget. County voters passed a .30 millage to provide for a new hardware/software system that will include an upgrade for central dispatch to assist in Phase II deployment.
Newaygo	Phase I compliant. Money for this came from our 2003 budget year. 20-digit capable equipment was installed 2/2003. Now beginning GIS mapping integration with 911.
Oakland	<p>Five CMRS carriers have completed testing and implementation of 704 sectors which are currently live on Phase I at three PSAP's. Oakland County has completed the routing sheet and MSAG work for 259 sectors for the remaining carrier. Testing for the remaining carrier has been postponed at the carriers' request, but anticipate testing and implementation by 8/15/03. Implementation of the remaining sectors in Oakland Co. (those in the southern 2/5ths of the County) remains undetermined, pending decisions by the Michigan State Police regarding the purchase of CPE for their Metro Dispatch Center. It is the goal of Oakland Co. to eventually have the sectors facing the freeways route to MSP, and those facing the residential and business districts, and secondary roads, route to the local PSAP's. This is not possible until MSP installs CPE at their dispatch center.</p> <p>The majority of PSAP's in the County utilize the CLEMIS CAD. The new version of the CAD necessary for Phase II implementation has been received by CLEMIS and is currently being tested by in-house technicians. It is anticipated that the CLEMIS CAD will be ready for Phase II 9/2003, at which time the formal requests for Phase II will be sent to the CMRS carriers.</p> <p>Per the Oakland Co. Final Amended 911 Service Plan, all wireline and wireless surcharge is committed to a project that will provide a county-wide, interoperable radio system, at a cost of approx. \$42 million. The inability of the 31 PSAP's to communicate quickly with each other due to independent and diverse radio systems was identified as one of the greatest impediments to the implementation of Phase I and Phase II wireless 911 in a 1998 assessment by Plante-Moran. In Oakland Co. with multiple PSAP's and a proliferation of CMRS sites with coverage overlapping the PSAP's jurisdictional responsibilities, immediate coordination and communication are critical. The system is currently under construction with one site transmitting, with an anticipated completion date of 10/2004. PSAP's will receive console or gateway equipment through surcharge rather than direct operational funding. PSAP operational costs are normally funded through local millages or general funds.</p>
Oceana	Phase I compliant. Moving into a new building and plans are to be operational on Aug. 11, 2003. We will then be Phase II compliant and letters requesting Phase II will go out to wireless companies at that time.

Ogemaw	Phase I compliant. Wireless call data reflects wireless 911 calls from May through December 2002, with the exception of calls from Centennial Wireless which are routed to a seven digit landline. Prior to May 2002, all wireless calls were routed to 7-digit landline due to the selective router not being upgraded until 4/2002. Wireless funds received in 2002 were used to fund wages and benefits for one full time dispatch position and additional part-time dispatchers.
Ontonagon	Contact has been made with all wireless providers. Phase I implementation is tied in with our targeted Sept. E911 go-live. Work is progressing on the countywide re-addressing effort with a Sept. 2003 completion target. MSP Negaunee Regional Dispatch will be our PSAP.
Osceola	Phase I compliant. Moving into Phase II, mapping is due to be completed in early fall of 2003. Phase II will be requested at that time. CAD system and phone systems are ready for Phase II.
Oscoda	Phase I compliant.
Otsego	Currently being tested by Nextel reference Phase I. Meridan PBX phone system has been installed which has enhanced the telephone system in our dispatch center that is shared by MSP, Gaylord Regional Dispatch Center.
Ottawa	Phase I complete. Phase II letters of request for PSAP's have been sent to cellular companies. New phone system and call taking positions and furniture to be completed in 2003 for unexpended monies.
Presque Isle	In the process of installing a radio repeater system in the Onaway area (western end of Presque Isle Co.) for better radio coverage for fire, EMS, and law enforcement. At the present time there are dead spots in that area and no communications. Cost for implementation of the repeater - \$9,204, through State Electronics. If this works in that area, we plan to do this in the southern part of the county where we are having the same type of problem.
Roscommon	As of 6/2003, two wireless carriers have initiated Phase I service in Roscommon Co. Expenditures in 2002 exceeded funds received in 2002. Funds received in 2001 were expended in 2002. Funds received in 2002 will be expended in 2003.
Saginaw	Phase I compliant. Saginaw Co. has three Phase II's up and running. Complete CAD upgrade to allow Phase II compliance. Total training funds expended. Scheduling for new CAD upgrade this fall at a price of \$450,000 includes software @ 6.5, new CAD servers and UDT's servers.
Saint Clair	Phase I is totally implemented. Total unexpended receipts – SCCSO is awaiting the outcome of the proposed SBC tariff on wireless 911 calls. No dollars have been spent. Can't explain what other 2 PSAP's have done with their money.
Saint Joseph	Phase I is fully operational with four carriers. One carrier has not yet implemented. Phase II implemented with one carrier as of this date.
Sanilac	Phase I compliant. Unexpended receipts are budgeted for 2003 to finance build out necessary to implement and support Phase II. Digital map completed. Technology upgrades necessary to support mapping completed. CAD being updated by vendor. Expect completion of Phase II within 90 days.

Schoolcraft	Addressing is now complete. Negaunee Regional is ready to accept and deliver 911 services. MSAG is 30 days from turning over to the telephone company.
Shiawassee	Five out of six carriers are Phase I compliant, the sixth will be on board by July 2003. Phase II was requested in April/May 2003.
Tuscola	Phase I compliant.
Van Buren	Phase I completed. A grant application has been submitted for Phase II wireless implementation. If received, letters requesting Phase 2 service will be sent to the wireless carriers.
Washtenaw	No comments.
Wayne-Detroit	Three carriers have been implemented. The initial letter has been sent to all wireless carriers serving Detroit PSAP geographic boundaries.
Wayne-D. River	Wireless funds are paying off and maintaining the Downriver Mutual Aid Radio System, which supports 16 police and fire departments. We were not able to extract the Phase I implementation costs for our member communities. We were not able to break out wireless calls from wireline calls. We have begun Phase I implementation. All communities are receiving wireless calls from two companies and two companies have been contacted to begin implementation of Phase I.
Wayne-Eastern	Currently working with wireless carriers on call routing determinations. Estimates that the costs incurred by member PSAP's providing 911 services for the year 2002 total approximately \$4,346, 541.00.
Wayne-Western	Phase I partially implemented. *In Sept. 2001, the Conference of Western Wayne Board of Directors placed the remainder of wireless 911 receipts in escrow for any PSAP that had not implemented Phase I. **Additional local units operating funds augmented other receipts.
Wexford	Phase I compliant as of June 15, 2003. Phase II ready with the exception of continuing work on mapping installation and updates. We made no wireless fund expenditures in 2002. All wireless funds were expended in 2003 following replacement of our 911 system equipment to be compliant with the Wireless Act.

**Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature**

**DISTRIBUTION OF WIRELESS FUNDS TO  
COUNTIES**

<b>County</b>	<b>Net Payment</b>
Alcona	17,999
Alger	17,634
Allegan	36,459
Alpena	21,849
Antrim	20,237
Arenac	19,089
Baraga	17,415
Barry	26,848
Bay	37,342
Benzie	18,840
Berrien	47,618
Branch	24,693
Calhoun	42,810
Cass	25,738
Charlevoix	20,823
Cheboygan	20,893
Chippewa	23,270
Clare	21,837
Clinton	28,420
Crawford	18,501
Delta	23,265
Dickinson	21,094
Eaton	36,062
Emmet	21,873
Genesee	101,398
Gladwin	20,810
Gogebic	19,109
Grand Traverse	30,955
Gratiot	24,005
Hillsdale	24,839
Houghton	22,773
Huron	22,786
Ingham	70,582
Ionia	27,784
Iosco	21,068
Iron	18,278
Isabella	28,144
Jackson	46,826
Kalamazoo	62,581
Kalkaska	18,952
Kent	128,553
Keweenaw	16,148

<b>County</b>	<b>Net Payment</b>
Lake	17,923
Lapeer	32,969
Leelanau	19,846
Lenawee	35,128
Livingston	46,537
Luce	17,076
Mackinac	18,043
Macomb	170,567
Manistee	20,516
Marquette	28,397
Mason	21,252
Mecosta	23,665
Menominee	20,637
Midland	31,981
Missaukee	18,541
Monroe	44,374
Montcalm	27,735
Montmorency	17,723
Muskegon	49,140
Newaygo	25,103
Oakland	250,348
Oceana	20,977
Ogemaw	19,949
Ontonagon	17,232
Osceola	20,254
Oscoda	17,547
Otsego	20,275
Ottawa	62,525
Presque Isle	18,528
Roscommon	20,701
Saginaw	56,969
St. Clair	47,968
St. Joseph	27,962
Sanilac	24,449
Schoolcraft	17,445
Shiawassee	29,782
Tuscola	27,145
Van Buren	30,682
Washtenaw	79,145
Wayne	420,714
Wexford	21,686
<b>TOTAL</b>	<b>3,255,672</b>

## **Appendix 6**

**(Insert Michigan Wireless E9-1-1 CMRS Service Status Report here)**

## Appendix 7

BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR  
DISALLOWABLE (as approved by the ETSC on 9/6/2000):

### ALLOWABLE WIRELESS 9-1-1 SURCHARGE EXPENDITURES

**Personnel Costs** directly attributable to the delivery of 9-1-1 service (i.e.; directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries                      MSAG Coordination  
Uniforms  
Fringe Benefits   Addressing/Database   EAP

**Note:** If 9-1-1 staff serves dual functions (i.e.; a director who is also in charge of Emergency Management, a dispatcher who is also a police officer) then only those portions of personnel costs attributable to their 9-1-1 functions should be allowable.

**Facility Costs** of the dispatch center directly attributable to the delivery of 9-1-1 service:

Capital improvements for construction,  
remodeling, or expansion of dispatch center  
Electrical/Heat/AC/Water  
Fire Suppression System  
Cleaning, Maintenance, Trash Removal  
Telephone  
Generator/UPS and Grounding  
Insurance  
Office Supplies  
Printing and copying  
Furniture

**Note:** If a shared facility, only those portions of facility costs attributable to the 9-1-1 functions should be allowable.

**Training and Memberships** directly related to 9-1-1 service:

On the job training  
Vendor provided training  
Conferences  
Travel and lodging as necessary  
Membership in associations (APCO, NENA, etc.)

### DISALLOWED WIRELESS 9-1-1 SURCHARGE EXPENDITURES

**Personnel Costs** of law enforcement, fire, and EMS responders, Emergency Management staff, shared support or technical staff, except for portions of time directly functioning as 9-1-1 allowable staff.

**Facility Costs** of law enforcement, fire, EMS, Emergency Management, or other municipal facilities, except for that portion housing the 9-1-1 center or back up center, or leased to the 9-1-1 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 9-1-1 (i.e.; a conference room used primarily for the City Council but occasionally leased/loaned to the 9-1-1 center for meetings).

**Training** for staff not involved directly in the delivery of 9-1-1 service, or for any staff for courses not directly attributable to 9-1-1 or dispatching services. **Memberships** for staff not involved directly in the delivery of 9-1-1 service, or for associations with a primary purpose other than public safety



communications (i.e.; sheriff's associations, police or fire chief associations, etc.)

### **ALLOWABLE WIRELESS 9-1-1 SURCHARGE EXPENDITURES**

**Hardware, software, connectivity and peripherals** directly attributable to the delivery of 9-1-1 service:

Customer Premise Equipment  
Remote CPE Hardware/Modems  
Computer-Aided Dispatch  
Radio system (consoles, infrastructure, field equipment)  
LEIN costs for dispatch purposes  
Paging System, pagers and related costs  
Voice logging equipment  
Mobile Data Systems  
GIS/Mapping Systems/AVL Systems  
Alarms/Security Systems  
Connectivity for any of above  
Maintenance and service agreements of above  
Software licensing of above  
Associated database costs

**Vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.)** directly attributable to the delivery of 9-1-1 service:

Travel for meetings, training, conferences  
Travel for MSAG verification and testing  
Travel for 9-1-1 Public Education purposes

### **Professional Services**

Attorneys	Consultants
Insurance	
Architects	Auditor

### **Public Information/Education Expenses**

### **DISALLOWED WIRELESS 9-1-1 SURCHARGE EXPENDITURES**

**Hardware, software, connectivity and peripherals** not attributable to the delivery of 9-1-1 service:

Law Enforcement Record Management Systems  
Fire Records Management Systems  
EMS Records Management Systems  
Jail Records Management Systems  
LEIN costs for non-9-1-1 functions (e.g., Records Unit)  
Word processing, databases, etc. not directly attributable to 9-1-1 service  
GIS not directly related to the delivery of 9-1-1 service  
Court Information Systems  
Connectivity for any of above  
Maintenance and service agreements for any of above  
Software licensing of any of above

**Vehicle costs (fleet vehicle, pool car, mileage reimbursement, etc.)** for law enforcement, fire, or EMS responders, such as patrol cars, fire apparatus, ambulances, etc.

**Professional Services** not directly attributable to the delivery of 9-1-1 service.

**Public Information** not directly attributable to the delivery of 9-1-1 service.

## Appendix 8

<p align="center"><b>Emergency Telephone Service Committee</b>  <b>2003 Report to the Michigan Legislature</b></p> <p align="center"><b>DISPATCHER TRAINING DISTRIBUTIONS</b></p>
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NAME	Aug. 28, 2001		March 25, 2002		May 9, 2003		TOTAL
	FTE	PYMT.	FTE	PYMT.	FTE	PYMT.	
Albion Dept. of Public Safety			3	1,276	3	1,152	2,428
Alcona Co. 911	5	1,160	6	2,552	7	2,687	6,399
Alger Co. E911	8	1,857	8	3,402			5,259
Allegan Co. Central Dispatch	18	4,177	18	7,655	19	7,294	19,126
Allen Park Police Dept.	11	2,553					2,553
Alpena Co. Central Dispatch	9	2,089	9	3,828	10	3,839	9,756
Ann Arbor Police Dept.	22	5,106	22	9,356	21	8,062	22,524
Antrim Co. Central Dispatch	11	2,553	10	4,253	9	3,455	10,261
Arenac Co. Central Dispatch	6	1,392	6	2,552	7	2,687	6,631
Auburn Hills Police Dept.			6	2,552	8	3,071	5,623
Barry Co. Central Dispatch	13	3,017	13	5,529	13	4,991	13,537
Bay Co. 911 Central Dispatch	24	5,570	25	10,632	22	8,446	24,648
Belding Area Dispatch Center					4	1,536	1,536
Benton Harbor Police Dept.					6	2,303	2,303
Benzie Co. Sheriff Dept.	8	1,857			8	3,071	4,928
Berkley Dept. of Public Safety	5	1,160	5	2,126	4	1,536	4,822
Berrien Co. Sheriff's Dept.	19	4,410			23	8,830	13,240
Beverly Hills Public Safety Dept.	6	1,392	3	1,276	4	1,536	4,204
Birmingham Police Dept.	7	1,625	7	2,977	7	2,687	7,289
Bloomfield Hills Public Safety Dept.	6	1,392	4	1,701	4	1,536	4,629
Bloomfield Twp. Police Dept.	15	3,481	16	6,805	13	4,991	15,277

	<b>Aug. 28, 2001</b>		<b>March 25, 2002</b>		<b>May 9, 2003</b>		
<b>NAME</b>	<b>FTE</b>	<b>PYMT.</b>	<b>FTE</b>	<b>PYMT.</b>	<b>FTE</b>	<b>PYMT.</b>	<b>TOTAL</b>
Branch Co. 911/Central Dispatch	13	3,017	12	5,103			8,120
Brownstown Police Dept.	8	1,857					1,857
Calhoun Co. Central Communication 911			25	10,632			10,632
Canton Twp. DPS	13	3,017			10	3,839	6,856
Cass Co. Sheriff Dept.	10	2,321	10	4,253	10	3,839	10,413
CCE Central Dispatch Authority	20	4,642	18	7,655	18	6,910	19,207
Center Line Public Safety Dept.	5	1,160	3	1,276	5	1,920	4,356
Central Dispatch Network (Belleville/Sumpter Twp)	7	1,625	8	3,402	8	3,071	8,098
Chesterfield Twp Police Dept.	6	1,392	6	2,552			3,944
Chippewa Co. Central Dispatch	11	2,553	11	4,678	11	4,223	11,454
Clare Co. Central Dispatch	9	2,089			9	3,455	5,544
Clawson Police Department	7	1,625	3	1,276			2,901
Clay Township					5	1,920	1,920
Clinton Co. Central Dispatch	12	2,785	11	4,678	12	4,607	12,070
Clinton Twp. Police Dept.	13	3,017	12	5,103	13	4,991	13,111
Crawford Emergency Central Dispatch	6	1,392	7	2,977	7	2,687	7,056
Dearborn 911 Communications	22	5,106	22	9,356	21	8,062	22,524
Dearborn Heights Police Dept.	15	3,481					3,481
Delta Co. Central Dispatch	9	2,089	8	3,402	8	3,071	8,562
Detroit Emergency Telephone District	111	25,761	188	79,955	186	71,407	177,123
Dickinson Co. Central Dispatch	9	2,089			9	3,455	5,544
East Lansing Police Dept.	15	3,481	16	6,805			10,286
Eastern Michigan Univ. Police Dept.					4	1,536	1,536
Eaton Co. Central Dispatch	24	5,570	25	10,632	24	9,214	25,416
Ecorse Police/Ecorse Fire	9	2,089					2,089
Farmington DPS			4	1,701	5	1,920	3,621

	<b>Aug. 28, 2001</b>		<b>March 25, 2002</b>		<b>May 9, 2003</b>		
<b>NAME</b>	<b>FTE</b>	<b>PYMT.</b>	<b>FTE</b>	<b>PYMT.</b>	<b>FTE</b>	<b>PYMT.</b>	<b>TOTAL</b>
Farmington Hills Police Dept.	21	4,874	20	8,506	19	7,294	20,674
Fenton Police Dept.			4	1,701	5	1,920	3,621
Ferndale Police Dept.					10	3,839	3,839
Flint 911					28	10,749	10,749
Fraser Dept. of Public Safety	8	1,857	7	2,977			4,834
Garden City Police Dept.			5	2,126	6	2,303	4,429
Genesee County 911 Authority	33	7,659	33	14,035	33	12,669	34,363
Gilbralter Police Dept.	5	1,160	4	1,701	4	1,536	4,397
Gladwin Co. Central Dispatch	9	2,089	9	3,828	9	3,455	9,372
Grand Rapids Police Dept. Communications Bureau					28	10,749	10,749
Grand Traverse Central Dispatch	17	3,945	17	7,230	16	6,143	17,318
Grandville Police Dept.					4	1,536	1,536
Gratiot Co. Central Dispatch	7	1,625	4	1,701	4	1,536	4,862
Greenville Public Safety	5	1,160			5	1,920	3,080
Grosse Ile Twp. Police Dept.	4	928			5	1,920	2,848
Grosse Pointe City DPS	4	928	4	1,701	4	1,536	4,165
Grosse Pointe Farms					6	2,303	2,303
Grosse Pointe Park DPS					4	1,536	1,536
Grosse Pointe Shores DPS	3	696					696
Grosse Pointe Woods DPS	4	928	5	2,126	5	1,920	4,974
Harper Woods Police Dept.	4	928					928
Hazel Park Police Dept.			9	3,828	9	3,455	7,283
Hillsdale Co. Central Dispatch	13	3,017	12	5,103	13	4,991	13,111
Holly Police Dept.	4	928	3	1,276	3	1,152	3,356
Houghton Co. 911/Central Dispatch	8	1,857			9	3,455	5,312
Huron Central Dispatch	10	2,321	10	4,253	10	3,839	10,413
Huron Township Police-Fire			5	2,126	5	1,920	4,046

NAME	Aug. 28, 2001		March 25, 2002		May 9, 2003		TOTAL
	FTE	PYMT.	FTE	PYMT.	FTE	PYMT.	
Ionia Co. Central Dispatch	14	3,249	14	5,954	14	5,375	14,578
Iosco Co. Central Dispatch	11	2,553	10	4,253	11	4,223	11,029
Iron Co. 911	1	232	9	3,828	9	3,455	7,515
Isabella Co. Central Dispatch	12	2,785	12	5,103	12	4,607	12,495
Jackson Co. Central Dispatch	21	4,874	21	8,931	21	8,062	21,867
Kalamazoo DPS	20	4,642					4,642
Kalkaska Co. Central Dispatch			7	2,977	7	2,687	5,664
Kent Co. Sheriff Dept.	26	6,034	25	10,632	25	9,598	26,264
Lake Co. 911 Central Dispatch	10	2,321	9	3,828	9	3,455	9,604
Lake Orion Police Dept.	4	928	4	1,701	4	1,536	4,165
Lansing Police Dept/Ingham Co. Central Dispatch	56	12,996	47	19,989	49	18,812	51,797
Lapeer Co. Central Dispatch	18	4,177	17	7,230	17	6,526	17,933
Leelanau Co. Central Dispatch	8	1,857	6	2,552	8	3,071	7,480
Lenawee Co. Sheriff Dept.	15	3,481	16	6,805	15	5,759	16,045
Livingston Co. 911 Central Dispatch	23	5,338	24	10,207	25	9,598	25,143
Livonia Police Dept.	10	2,321	9	3,828	9	3,455	9,604
Macomb County Sheriff's Dept.	15	3,481	19	8,081	19	7,294	18,856
Madison Heights Police Dept.	18	4,177			10	3,839	8,016
Marquette Co. Central Dispatch	10	2,321	10	4,253	10	3,839	10,413
Marshall City Dispatch			4	1,701	4	1,536	3,237
Mason-Oceana 911	13	3,017	14	5,954	15	5,759	14,730
Meceola Consolidated Central Dispatch Authority	15	3,481	15	6,379	15	5,759	15,619
Menominee Co. 911	9	2,089	9	3,828	9	3,455	9,372
Midland Co. Central Dispatch Authority	16	3,713	16	6,805	17	6,526	17,044
Milan Police Dept.	5	1,160	4	1,701	5	1,920	4,781
Milford Police Dept.	7	1,625	4	1,701	5	1,920	5,246
Missaukee Co. Sheriff's Office	5	1,160	5	2,126	5	1,920	5,206
Monroe Co. Central Dispatch			21	8,931	22	8,446	17,377

	<b>Aug. 28, 2001</b>		<b>March 25, 2002</b>		<b>May 9, 2003</b>		
<b>NAME</b>	<b>FTE</b>	<b>PYMT.</b>	<b>FTE</b>	<b>PYMT.</b>	<b>FTE</b>	<b>PYMT.</b>	<b>TOTAL</b>
Montclam Co. Central Dispatch	12	2,785	10	4,253	12	4,607	11,645
Montmorency Co. 911 Sheriff Dept.	6	1,392	5	2,126			3,518
Mt Clemens Police Dept.	4	928	5	2,126	5	1,920	4,974
Muskegon Central Dispatch	24	5,570	23	9,782	23	8,830	24,182
Newaygo Co. 9-1-1 Central Dispatch	11	2,553	11	4,678			7,231
Niles Police Dept.	8	1,857			8	3,071	4,928
Northville Police Dept.	5	1,160	4	1,701	4	1,536	4,397
Northville Twp. Public Safety	9	2,089	8	3,402	8	3,071	8,562
Novi Regional Police Dept.			15	6,379	16	6,143	12,522
Oak Park DPS	8	1,857	7	2,977	6	2,303	7,137
Oakland Co. Sheriff Dept.	41	9,515	39	16,586	41	15,740	41,841
Ogemaw CoCentral Dispatch	6	1,392	7	2,977	7	2,687	7,056
Otsego Co.911 Dispatch	6	1,392	5	2,126	7	2,687	6,205
Ottawa Co. Central Dispatch	29	6,730	30	12,759	28	10,749	30,238
Oxford Police Dept.	5	1,160	4	1,701	4	1,536	4,397
Pittsfield Twp. Public Safety Dept.	8	1,857	7	2,977	7	2,687	7,521
Pleasant Ridge Police Dept.	3	696	3	1,276	3	1,152	3,124
Plymouth Community Communications Center	9	2,089	9	3,828	10	3,839	9,756
Pontiac Police Dept.			19	8,081			8,081
Port Huron Police Dept.	9	2,089	9	3,828	9	3,455	9,372
Portage Police Dept.					10	3,839	3,839
Presque Isle Co. E-911	4	928	5	2,126	5	1,920	4,974
Redford Police Dept.			5	2,126	8	3,071	5,197
Richmond Police Dept.	4	928	4	1,701			2,629
River Rouge Police Dept.	6	1,392					1,392
Riverview Police Dept.			4	1,701			1,701
Rochester Police Dept.					5	1,920	1,920
Rochester Hills Communications Center					9	3,455	3,455

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Rochester Hills Fire Dept.	13	3,017	10	4,253			7,270
Rockwood Police Dept.	6	1,392			6	2,303	3,695
Romeo Police Dept.					4	1,536	1,536
Romulus Police Dept.	8	1,857	8	3,402			5,259
Roscommon Co. Central Dispatch	11	2,553	9	3,828	9	3,455	9,836
Roseville Police Dept.	9	2,089	8	3,402	8	3,071	8,562
Royal Oak Police Dept.	17	3,945	16	6,805	12	4,607	15,357
Saginaw Co. Central Dispatch	40	9,283	38	16,161	37	14,205	39,649
Saline Police Dept.	4	928	4	1,701	4	1,536	4,165
Sanilac Co. Central Dispatch	8	1,857	8	3,402	9	3,455	8,714
Shelby Twp Police Dept.	11	2,553	12	5,103			7,656
Shiawassee Co. 911	11	2,553	12	5,103	12	4,607	12,263
South Haven Dispatch Center	5	1,160					1,160
Southgate Police Dept.					10	3,839	3,839
Southfield Dept. of Public Safety			20	8,506	20	7,678	16,184
St Clair Shores Police Dept.			12	5,103	11	4,223	9,326
St Joseph Police Dept.			3	1,276	3	1,152	2,428
St. Joseph Co. Central Dispatch	14	3,249	14	5,954	14	5,375	14,578
Sterling Heights Police Dept.	28	6,498	24	10,207	25	9,598	26,303
Sturgis Police Dept.	5	1,160	4	1,701	4	1,536	4,397
Taylor Police Dept.	13	3,017	21	8,931	24	9,214	21,162
Trenton Police Dept.	8	1,857	8	3,402	8	3,071	8,330
Troy Police Dept.	22	5,106	19	8,081	20	7,678	20,865
Tuscola Co. Central Dispatch Authority	10	2,321	11	4,678	11	4,223	11,222
University of Michigan DPS			11	4,678			4,678
Utica Police Dept.	6	1,392	5	2,126			3,518
Van Buren Co. Central Dispatch	12	2,785	11	4,678	11	4,223	11,686
Van Buren Twp. Public Safety			6	2,552	7	2,687	5,239
Walker Police Dept.	6	1,392	6	2,552	6	2,303	6,247
Walled Lake Police Dept.	5	1,160	5	2,126	6	2,303	5,589
Warren Police Dept.	24	5,570	23	9,782			15,352
Washtenaw Central Dispatch	17	3,945	16	6,805	13	4,991	15,741

	<b>Aug. 28, 2001</b>		<b>March 25, 2002</b>		<b>May 9, 2003</b>		
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Waterford Twp. Police Dept.	15	3,481	15	6,379	15	5,759	15,619
Wayne Co. Central Communications	22	5,106	19	8,081			13,187
Wayne Police Dept.	7	1,625	6	2,552	7	2,687	6,864
West Bloomfield Police Dept.	16	3,713	16	6,805	16	6,143	16,661
Western Michigan Univ. Police Dept.	7	1,625	11	4,678	7	2,687	8,990
Westland Police Dept.	13	3,017	17	7,230	19	7,294	17,541
Wexford Co. Sheriff/Central Dispatch	9	2,089			10	3,839	5,928
White Lake Twp. Police Dept.	5	1,160	4	1,701	4	1,536	4,397
Woodhaven Police Dept.	6	1,392					1,392
Wyandotte Police Dept.	7	1,625			9	3,455	5,080
Wyoming Police Dept.					17	6,526	6,526
Ypsilanti City Police Dept.	4	928	3	1,276	3	1,152	3,356
<b>Subtotal</b>	<b>1,709</b>	<b>\$396,620</b>	<b>1,725</b>	<b>\$733,621</b>	<b>1,808</b>	<b>\$694,110</b>	<b>\$1,824,351</b>
Michigan State Police		24,368		41,253		38,007	103,628
<b>Total</b>	<b>1,709</b>	<b>\$420,988</b>	<b>1,725</b>	<b>\$774,874</b>	<b>1,808</b>	<b>\$732,117</b>	<b>\$1,927,979</b>

Prepared by: Office of Revenue and Tax Analysis, Michigan Dept. of Treasury



**Appendix 9**

**DISPATCHER TRAINING  
LISTING OF MCOLES APPROVED COURSES**

last updated 8/15/03

<b>Agency</b>	<b>Title</b>	<b>Hrs.</b>	<b>Status</b>	<b>Date</b>	<b>Course #</b>	<b>Contact/Phone</b>
Advanced Systems Technology, Inc.	40-Hour Basic Telecommunicator CD-ROM Course	40	Extension 1	6/26/03	AST200101	Julie Troutman (888) 248-0321
PowerPhone, Inc.	9-1-1 Liability	8	Extension 1	9/23/02	PWH200105	Lucille Canary (203) 245-8911
Pro Telcomm, Inc.	Basic Telecommunication Seminar	40	Approved	11/5/02	PTCI200304	(920) 731-8961
APCO Institute, Inc.	Basic Telecommunicator Course	40	Extension 1	12/19/02	APCO200201	Ann Russo (386) 944-2482
Muskegon Central Dispatch	Community CPR/First Aid - Red Cross	8	Approved	8/26/02	CDM200201	(231) 722-3524
Priority Dispatch	Continuing Dispatch Education	8	Approved	5/28/03	NAED200304	Jon Stones (801) 363-9127
PowerPhone, Inc.	Domestic Violence Intervention	8	Extension 1	9/23/02	PWH200102	Lucille Canary (203) 245-8911
Priority Dispatch	Emergency Fire Dispatch (EFD)	24	Approved	3/6/03	NAED200301	Jon Stones (801) 363-9127
APCO Institute, Inc.	Emergency Medical Dispatch	32	Extension 1	12/19/02	APCO200203	"To be submitted locally" (386) 322-2500
PowerPhone, Inc.	Emergency Medical Dispatch	24	Extension 1	9/23/02	PWH200106	Lucille Canary (203) 245-8911
Priority Dispatch	Emergency Medical Dispatch (EMD)	16	Approved	3/6/03	NAED200305	Jon Stones (801) 363-9127
APCO Institute, Inc.	Emergency Medical Dispatch, 5th Edition	32	Approved	5/28/03	APCO200306	(386) 322-2500
APCO Institute, Inc.	Emergency Medical Dispatch, 5th Edition Bridge	4	Approved	5/28/03	APCO200305	(386) 322-2500
Priority Dispatch	Emergency Police Dispatch (EPD)	24	Approved	3/6/03	NAED200302	Jon Stones (801) 363-9127
APCO Institute, Inc.	Fire Communications	16	Extension 1	12/19/02	APCO200204	Ann Russo (386) 944-2482
PowerPhone, Inc.	Fire Service Dispatch	24	Extension 1	9/23/02	PWH200107	Lucille Canary (203) 245-8911

<b>Agency</b>	<b>Title</b>	<b>Hrs.</b>	<b>Status</b>	<b>Date</b>	<b>Course #</b>	<b>Contact/Phone</b>
Pro Telcomm, Inc.	Handling Critical Calls Effectively	16	Approved	11/5/02	PTCI200305	(920) 731-8961
Isabella County Central Dispatch	Handling Emotions in the Workplace	7	Approved	1/29/03	ICS200301	Bonnie Morton (989) 773-1000
PowerPhone, Inc.	Hazardous Materials Preparedness	8	Extension 1	9/23/02	PWH200108	Lucille Canary (203) 245-8911
PowerPhone, Inc.	Hostage Negotiations	8	Extension 1	9/23/02	PWH200109	Lucille Canary (203) 245-8911
PowerPhone, Inc.	Law Enforcement Dispatch	24	Extension 1	9/23/02	PWH200104	Lucille Canary (203) 45-8911
Pro Telcomm, Inc.	Making Choices/Being in Control	8	Approved	11/5/02	PTCI200306	(920) 731-8961
Delta College Criminal Justice Training Center	Michigan Telecommunicator Basic Training	40	Approved	7/24/02	DCC200207	(989) 686-9108
PowerPhone, Inc.	Principles of Integrated Dispatch	8	Extension 1	9/23/02	PWH200110	Lucille Canary (203) 245-8911
MACNLOW Associates	Professional Dispatchers	14	Extension 2	6/24/03	MNA200102	Denise Pinkerton (989) 362-9660
PowerPhone, Inc.	Public Safety Dispatch	40	Approved	8/26/02	PWH200202	Meghan Bowers (203) 245-8911
PowerPhone, Inc.	Stress Identification and Management	8	Extension 1	9/23/02	PWH200101	Lucille Canary (203) 245-8911
PowerPhone, Inc.	Suicide Intervention	8	Extension 1	9/23/02	PWH200103	Lucille Canary (203) 245-8911
Yekulis Training & Consulting Services	Communications Training Officer Basic Training	32	Extension 1	6/9/03	YTC200102	(734) 475-3874
APCO Institute, Inc.	Communications Training Officer Course	24	Extension 1	12/19/02	APCO200202	Ann Russo (386) 944-2482
APCO Institute, Inc.	EMD Instructor	40	Approved	9/23/02		Dana Raudebush (386) 944-2484
APCO Institute, Inc.	Instructional Design for Trainers - Virtual Inst.	40	Approved	9/9/02	APCO200207	(386) 944-2482

Agency	Title	Hrs.	Status	Date	Course #	Contact/Phone
APCO Institute, Inc.	Telecommunicator Instructor Course - Virtual Inst.	40	Approved	9/9/02	APCO200208	(386) 944-2482
MACNLOW Associates	Commanding Critical Incident Survival	7	Approved	6/3/03	MNA200305	Julie Christensen (989) 362-9669
MACNLOW Associates	Counseling and Discipline/Supervision	7	Approved	3/20/03	MNA200301	Julie Christensen (989) 362-9660
MACNLOW Associates	Crisis Communications During Homeland Security/Critical Incidents/Homeland Security	5	Approved	6/3/03	MNA200306	Julie Christensen (989) 362-9660
Priority Dispatch	EFD-Q	16	Approved	6/18/03	PDIS200301	(801) 363-9127
Priority Dispatch	EMD-Q	16	Approved	6/18/03	PDIS200302	(801) 363-9127
Criminal Justice Management Institute	Interviewing Techniques for Managers	14	Approved	6/3/03	CJI200301	(517) 484-9112
Criminal Justice Management Institute	Introduction to Management	21	Approved	8/26/02	CJT200203	(517) 484-9112
Michigan State University School of Criminal Justice	Leadership Challenges: Directors, Managers, Supervisors of Telecommunicators	7	Approved	6/3/03	MSUSCJ200316	Jane White (517) 355-9648
Michigan State Police/Training Division	Leadership Development	36	Extension 1	1/28/03	MSP200216	(517) 322-5585
Michigan Communication Directors Association	Legal Issues Effecting 911 Centers	7	Approved	11/19/02	MCD200301	William L. Charon (616) 522-0911
APCO Institute, Inc.	Liability Issues for Public Safety Telecommunications - Virtual Institute	8	Approved	10/14/02	APCO200303	(386) 944-2482

<b>Agency</b>	<b>Title</b>	<b>Hrs.</b>	<b>Status</b>	<b>Date</b>	<b>Course #</b>	<b>Contact/Phone</b>
APCO Institute, Inc.	Liability Issues for Public Safety Telecommunications Seminar	8	Approved	10/14/02	APCO200304	(386) 944-2482
Pro Telcomm, Inc.	Management of the Communication Center	16	Approved	10/31/02	PTCI200301	(920) 731-8961
Lewis G. Bender	Managing Generational Differences	8	Approved	3/10/03	LGB200301	(231) 797-5536
APCO Institute, Inc.	PSAP Personnel Management - Virtual Institute	40	Approved	10/14/02		(386) 944-2482
MCDA	Selection of 911 Communications Personnel	4	Approved	8/19/02	MCDA200201	(248) 827-0677
Yekulis Training & Consulting Services	Supervising the Communications Training & Evaluation Process	32	Extension 1	6/9/03	YTC200103	(734) 475-3874
MACNLOW Associates	Achieving Supervisory Excellence	24	Approved	8/26/02	MNA200206	Denise Pinkerton (989) 362-9660
MACNLOW Associates	Advanced Supervision	24	Approved	3/20/03	MNA200302	Julie Christensen (989) 362-9660
APCO Institute, Inc.	Communications Center Supervisor/Virtual Institute	24	Approved	10/14/02	APCO200302	(386) 944-2482
Advanced Systems Technology, Inc.	Communications Supervisor Course	24	Extension 1	6/26/03	AST200102	(580) 678-0002
Pro Telcomm, Inc.	Establishing or Enhancing on a Telecommunication Training Program	16	Approved	10/31/02	PTCI200303	(920) 731-8961
Criminal Justice Management Institute	Handling Discipline	14	Approved	8/20/02		(517) 484-9112
JJ Training, Inc.	Practical Supervision	24	Approved	4/7/03	JKL200301	(407) 933-4115
Michigan State Police/Training Division	Supervisor Development (People Skills)	36	Extension 1	1/28/03	MSP200215	(517) 322-5585
Pro Telcomm, Inc.	Use of Supervisory Principles in the Communication Center	16	Approved	10/31/02	PTCI200302	(920) 731-8961

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<b>MICHIGAN 9-1-1 CHARGES<sup>i</sup></b> Rates Effective 9/1/2003 - Posted 8/8/2003 <a href="http://cis.state.mi.us/mpsc/comm/reports/911charges.pdf">http://cis.state.mi.us/mpsc/comm/reports/911charges.pdf</a> Shaded entries indicate current month changes. Note: Explanation of table entries follows. Questions or comments may be e-mailed to <a href="mailto:kgnorcr@Michigan.Gov">kgnorcr@Michigan.Gov</a>					
		Technical	Technical	Operational	Operational
	Total	Charge-	Charge-	Charge	Charge
County	Charges <sup>ii</sup>	Recurring	Nonrecurring	May be up to 4%	May be up to 16%
	(col. 1)	(col. 2)	(col. 3)	(col. 4)	(col. 5)
Alcona	\$2.94	\$0.20	0	\$0.55	\$2.19
Alger	\$0.53	\$0.16	0	\$0.37	0
Allegan	\$2.58	\$0.26	0	0	\$2.32
Alpena	\$2.51	\$0.16	0	\$0.55	\$1.80
Antrim	\$2.99	\$0.10	0	0	\$2.89
Arenac	\$0.97	\$0.25	0	\$0.72	0
Baraga	0	0	0	0	0
Barry	\$0.19	\$0.19	0	0	0
Bay	\$0.20	\$0.20	0	0	0
Benzie	\$2.54	\$0.17	0	\$0.59	\$1.78
Berrien	0	0	0	0	0
Branch	\$0.66	\$0.11	0	\$0.55	0
Calhoun	\$0.91	\$0.26	0	\$0.65	0
Cass	\$2.05	\$0.15	0	\$0.58	\$1.32
Charlevoix	\$0.26	\$0.26	0	0	0
Cheboygan	\$0.26	\$0.26	0	0	0
Chippewa	\$2.57	\$0.39	\$0.08	\$0.55	\$1.55
Clare	\$0.76	\$0.26	0	\$0.50	0
Clinton	\$3.04	\$0.14	0	\$0.58	\$2.32
Conf.East.Wayne <sup>3</sup>	\$0.69	\$0.21	0	\$0.48	0
Conf.West.Wayne <sup>3</sup>	\$0.76	\$0.28	0	\$0.48	0
Detroit Emergency <sup>3</sup>	\$0.85	\$0.37	0	\$0.48	0
Downriver <sup>3</sup>	\$0.76	\$0.28	0	\$0.48	0
Crawford	\$3.23	\$0.16	0	\$0.72	\$2.35
Delta	\$0.75	\$0.28	0	\$0.47	0
Dickinson	\$1.00	\$0.53	0	\$0.47	0

Eaton	\$0.19	\$0.19	0	0	0
Emmet	\$0.26	\$0.26	0	0	0
Genesee	\$2.64	\$0.24	0	0	\$2.40
Gladwin	\$0.72	\$0.25	0	\$0.47	0
Gogebic	\$0.57	\$0.05	0	\$0.52	0
Grand Traverse	\$1.04	\$0.24	0	\$0.80	0
Gratiot	\$2.34	\$0.17	0	0	\$2.17
Hillsdale	\$2.21	\$0.32	0	0	\$1.89
Houghton	\$2.64	\$0.35	\$0.06	\$0.47	\$1.76
Huron	\$3.89	\$0.28	0	\$0.72	\$2.89
Ingham	\$0.92	\$0.34	0	\$0.58	0
Ionia	\$4.09	\$0.29	0	\$0.60	\$3.20
Iosco	\$2.95	\$0.29	0	\$0.53	\$2.13
Iron	\$2.88	\$0.46	\$0.06	\$0.47	\$1.89
Isabella	\$2.01	\$0.24	0	0	\$1.77
Jackson	\$0.93	\$0.23	0	\$0.70	0
Kalamazoo	\$0.22	\$0.22	0	0	0
Kalkaska	\$3.09	\$0.35	0	\$0.55	\$2.19
Keweenaw	0	0	0	0	0
Kent	\$0.26	\$0.26	0	0	0
Lake	\$2.96	\$0.29	\$0.06	\$0.52	\$2.09
Lapeer	\$2.06	\$0.16	0	0	\$1.90
Leelanau	\$2.35	\$0.23	0	\$0.53	\$1.59
Lenawee	\$0.87	\$0.15	0	\$0.72	0
Livingston	\$3.00	\$0.25	0	\$0.58	\$2.17
Luce	\$2.18	\$0.40	0	\$0.36	\$1.42
Mackinac	\$3.38	\$0.47	\$0.07	\$0.57	\$2.27
Macomb	\$0.25	\$0.25	0	0	0
Manistee	\$0.25	\$0.25	0	0	0
Marquette	\$0.25	\$0.25	0	0	0
Mason/Oceana	\$3.42	\$0.18	0	\$0.72	\$2.52
Meceola <sup>4</sup>	\$3.11	\$0.22	0	0	\$2.89
Menominee	\$2.76	\$0.38	\$0.00	\$0.48	\$1.90
Midland	\$0.28	\$0.28	0	0	0
Missaukee	\$0.30	\$0.30	0	0	0
Monroe	\$1.05	\$0.25	0	\$0.80	0
Montcalm	\$3.00	\$0.26	0	\$0.55	\$2.19

Montmorency	\$1.98	\$0.17	0	\$0.72	\$1.09
Muskegon	\$0.81	\$0.09	0	\$0.72	0
Newaygo	\$3.02	\$0.24	0	\$0.58	\$2.20
Oakland	\$0.86	\$0.29	0	\$0.57	0
Ogemaw	\$1.07	\$0.35	0	\$0.72	0
Ontonagon	\$1.63	\$0.05	0	\$0.52	\$1.06
Oscoda	\$0.61	\$0.10	0	\$0.51	0
Otsego	\$1.79	\$0.16	0	0	\$1.63
Ottawa	\$0.22	\$0.22	0	0	0
Presque Isle	\$0.55	\$0.31	0	\$0.24	0
Roscommon	\$0.10	\$0.10	0	0	0
Saginaw	\$2.89	\$0.27	0	0	\$2.62
Sanilac	\$1.12	\$0.32	0	\$0.80	0
Schoolcraft	\$0.68	\$0.05	0	\$0.63	0
Shiawassee	\$2.14	\$0.14	0	\$0.26	\$1.74
St. Clair	\$0.69	\$0.20	0	\$0.49	0
St. Joseph	\$0.16	\$0.16	0	0	0
Tuscola	\$3.25	\$0.15	0	\$0.80	\$2.30
Van Buren	\$0.66	\$0.16	0	\$0.50	0
Washtenaw	\$1.12	\$0.32	0	\$0.80	0
Wexford	\$0.79	\$0.27	0	\$0.52	0

NOTE: Report all changes or discrepancies to the Michigan Public Service Commission, Communications

Division at (517) 241-6200 or E-mail Karen G. Norcross at [kgnorcr@Michigan.Gov](mailto:kgnorcr@Michigan.Gov)

1. Data Source: Compiled by the Michigan Public Service Commission Staff with data received from McCartney and Company, P.C.
2. 1Calendar year technical charges are compiled and reset to reflect actual 9-1-1 system costs July 1 of each year.
3. The Wayne County 9-1-1 District is made up of four conferences, the Conference of Eastern Wayne, the Conference of Western Wayne, Detroit Emergency, and Downriver.
4. Meceola represents the combination district of Mecosta and Osceola counties.

## **Explanation of the 9-1-1 Table**

The Emergency Telephone Service Enabling Act, Public Act 32 of 1986 as amended (the Act) makes up the legislative authority for the establishment and funding of the 9-1-1 emergency telephone service program. Following is a brief description of certain elements of this law.

The Act established a state committee whose members include, but are not limited to, representatives of the telephone industry, the State Police, the Michigan Public Service Commission and the counties. The Committee meets quarterly and acts in an advisory capacity. The 9-1-1 emergency telephone services programs are administered by the counties. Each county has a committee that establishes a plan that defines its 9-1-1 service program and then oversees the operation of its program and public service answering points (PSAPs). The Act defines how the 9-1-1 emergency service program is to be funded.

### **Billing for Emergency Service**

- A. Each service supplier within a 9-1-1 service district provides a billing and collection service for technical and operational charges from all users of its service within the geographic boundaries of the 9-1-1 district.
- B. The billing and collection of the operational charge and that portion of the technical charge used for billing costs begins as soon as feasible after the final 9-1-1 service plan has been approved.
- C. The billing and collection of the operational charge and that portion of the technical charge not already used for billing costs begins as soon as feasible after installation and operation of the 9-1-1 system.
- D. The portion of the technical charge that represents start-up costs, nonrecurring billing, installation, service, and equipment charges of a supplier including the costs of updating equipment necessary for conversion to the 9-1-1 service shall be amortized with carrying costs at the prime rate plus 1%, over a period not to exceed 10 years and shall be billed and collected from all users only until those amounts are fully recouped by a service supplier. The assessment may be changed after five years if needed for the remainder of the amortization period.

### **Caps on 9-1-1 Charges**

- A. Recurring technical charges are limited to 2% of the lesser of \$20.00 or the highest monthly rate charged by a service supplier for basic local exchange service (col. 2).
- B. Nonrecurring technical charges are limited to 5% of the lesser of \$20.00 or the highest monthly rate charged by a service supplier for basic local exchange service within the 9-1-1 service district (col. 3).
- C. A county may, with permission of the county commissioners, assess an amount for the recurring operational costs not exceeding 4% of the lesser of \$20.00 or the highest monthly rate charged by a service supplier for basic local exchange service (col. 4).
- D. With a vote of the citizens of a county, an additional 16% of the lesser of \$20.00 or the highest monthly flat rate charged by a service supplier for a one-party access line within the 9-1-1 service district may be assessed for the operational charge (col. 5).
- E. Every access line in the 9-1-1 service area is assessed the same amount for this service.
- F. There are approved rates in each county throughout the state greater than \$20.00. Therefore, by law, the 9-1-1 cap is currently based on \$20.00.



**How 9-1-1 Charges Are to be Spent**

- A. The technical nonrecurring charge covers the cost of network start-up costs, customer notification costs, nonrecurring billing costs, the network nonrecurring installation, and equipment charges of a service supplier providing 9-1-1 services under the Act (col. 3).
- B. The technical recurring charge covers the cost of customer notification, recurring billing costs including an allowance for uncollectables for technical and operational charges, the network recurring maintenance, and equipment charges of a service supplier providing 9-1-1 services under the Act (col. 2).
- C. The operational charge covers the cost of county operations including non network technical equipment, and other costs directly related to the dispatch facility and the operation of one or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between the PSAPs and a public safety agency. The operational charge does not include non-PSAP related costs such as response vehicles and other personnel (col. 4 and col. 5).
- D. Technical charges and operational charges for 9-1-1 are to be listed separately on telephone bills.
- E. Counties may decide to use their millage or a combination of 9-1-1 charges and millage to fund their 9-1-1 emergency service program with the approval of county voters,

**CLEC responsibilities**

- A. A CLEC must notify the county 9-1-1 administrator before beginning to serve customers in any county. The 9-1-1 administrators have first hand knowledge of the activities the CLEC must accomplish to maintain the integrity of the 9-1-1 system in their county. This contact is a matter of public safety.
- B. If you are doing your own billing, bill each customer for the specific 9-1-1 charges that are appropriate to their county of residence and forward the money to the appropriate entity.
- C. Be knowledgeable about your contracts and agreements with other providers and the responsibilities that those encompass, including such responsibilities as timely data base updates, proper disposition of 9-1-1 charges collected, etc.

**9-1-1 Surcharge Overview by State**

Exact amounts may be adjusted locally.

State	Wireline Surcharge (Average or Maximum)	Wireless Surcharge
Alabama	\$2.00 (max)	\$0.70
Alaska	\$0.75	\$0.50 - \$0.75
Arizona	\$0.37	\$0.37
Arkansas	\$1.00	\$0.50
California	Based on access fees	Based on access fees
Colorado	\$0.70	\$0.70
Connecticut	\$0.27	\$0.27
Delaware	\$0.60	\$0.60
District of Columbia	None	\$0.56
Florida	\$0.50	\$0.50
Georgia	\$1.50	\$1.00
Hawaii	\$0.27	None
Idaho	\$1.00	None
Illinois	\$1.25	\$0.75
Indiana	3-5% of monthly access	\$0.65
Iowa	\$0.25 - \$2.50	\$0.50
Kansas	\$0.75	None
Kentucky	\$0.25	\$0.70
Louisiana	\$1.20	\$0.85
Maine	\$0.50	\$0.50
Maryland	\$0.60	\$0.60
Massachusetts	Funded by directory assistance	\$0.30
Michigan	\$0.19 - \$3.00	\$0.52
Minnesota	\$0.43	\$0.48
Mississippi	\$1.25	\$1.00
Missouri	\$0.75	None
Montana	\$0.50	\$0.50
Nebraska	\$0.80	\$0.50
Nevada	Tax Based	\$0.25
New Hampshire	\$0.42	\$0.42
New Jersey	General Fund	General Fund
New Mexico	\$0.51	\$0.51
New York	\$0.35	\$1.20
North Carolina	Local Ordinance	\$0.80
North Dakota	\$1.00	\$1.00
Ohio	\$0.50	None
Oklahoma	3-5% of monthly recurring charges	\$0.50
Oregon	\$0.75	\$0.75
Pennsylvania	\$0.62 - \$1.50	None
Rhode Island	\$0.60	\$0.60
South Carolina	\$0.50 - \$1.50	\$0.59
South Dakota	\$0.75	\$0.75
Tennessee	\$0.65 - \$2.00/\$1.50 - \$3.00 special	\$1.00
Texas	\$0.50	\$0.50
Utah	\$0.53	\$0.53
Vermont	Universal Service Funding	Universal Service Funding
Virginia	\$3.00 (max)	\$0.75
Washington	\$0.20 statewide \$0.35 - \$0.50 by counties	\$0.25
West Virginia	\$1.50	\$0.94
Wisconsin	\$1.00	None
Wyoming	\$0.50	None

**Prepared by Intrado, Government Affairs Department as of 8/26/03**

<b>P.A. 78 of 1999</b>
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Public Acts of 1999  
Approved by the Governor  
June 28, 1999  
Filed with the Secretary of State  
June 28, 1999  
EFFECTIVE DATE: June 28, 1999  
STATE OF MICHIGAN  
90<sup>TH</sup> LEGISLATURE  
REGULAR SESSION OF 1999

Introduced by Reps. Scranton, DeHart, Birkholz, Howell, LaSata, Garcia, Caul, Middaugh and Bovin

ENROLLED HOUSE BILL No. 4658

AN ACT to amend 1986 PA 32, entitled "An act to provide for the establishment of emergency telephone districts; to provide for the installation, operation, modification, and maintenance of universal emergency number service systems; to provide for the imposition and collection of certain charges; to provide the powers and duties of certain state agencies, local units of government, public officers, telephone service suppliers, and others; to create an emergency telephone service committee; to provide remedies; to provide penalties; and to repeal certain parts of this act on specific dates," by amending section 201 (MCL 484.1201), as amended by 1994 PA 29, and by adding sections 407, 408, 409, 410, 411, and 412; and to repeal acts and parts of acts.

The People of the State of Michigan enact:

Sec. 201. Except as provided in sections 407 to 412, a universal emergency number service system shall not be implemented pursuant to this act unless a tariff exists for each service supplier designated by the final 9-1-1 service plan to provide 9-1-1 service in the universal emergency number system.

Sec. 407. (1) The CMRS emergency telephone fund is created within the state treasury to provide money to implement the wireless emergency service order and this act.

(2) The state treasurer may receive money or other assets from any source for deposit into the fund. Money may be deposited into the fund by electronic funds transfer. The state treasurer shall direct the investment of the fund. The state treasurer shall credit to the fund interest and earnings from fund investments. The state treasurer shall establish restricted subaccounts within the fund for each of the categories listed in section 409(1)(a) to (e).

(3) Money in the fund at the close of the fiscal year shall remain in the fund and shall not lapse to the general fund.

(4) The department of treasury shall expend money from the fund, upon appropriation, only as provided in this act. The disbursement of money may be by electronic funds transfer.

(5) The auditor general shall audit the fund at least annually.

Sec. 408. (1) Until 2 years after the effective date of this section, a CMRS supplier or a reseller shall include a service charge of 55 cents per month for each CMRS connection that has a billing address in this state. Beginning 2 years after the effective date of this section, a CMRS supplier or a reseller shall include a service charge of 52 cents per month for each CMRS connection that has a billing address in this state. The CMRS supplier or reseller shall list the service charge as a separate line item on each bill. The service charge shall be listed on the bill as the "emergency 9-1-1 charge".

(2) Except as provided in this section, the money collected as the service charge under subsection (1) shall be deposited in the CMRS emergency telephone fund created in section 407 not later than 30 days after the end of the quarter in which the service charge was collected.

(3) From each service charge billed under subsection (1), each CMRS supplier or reseller who billed the customer shall retain  $\frac{1}{2}$  of 1 cent to cover the costs of billing and collection as the only reimbursement from this charge for billing and collection costs.

(4) A CMRS supplier or reseller is not liable for an uncollected service charge billed under subsection (1) for which the CMRS supplier or reseller has billed the CMRS user. If only a partial payment of a bill is received by a CMRS supplier or reseller, the CMRS supplier or reseller shall credit the amount received as follows in priority order:

(a) For services provided.

(b) For the reimbursement under subsection (3).

(c) For the balance of the service charge.

(5) Amounts received under subsection (4) (c) shall be forwarded to the CMRS emergency telephone fund created in section 407. Any uncollected portion of the service charge that is not received shall be billed on subsequent billings and, upon receipt, amounts in excess of the reimbursement under subsection (3) shall be forwarded to the CMRS emergency telephone fund created in section 407. The service charge paid by a CMRS user is not subject to a state or local tax.

(6) A CMRS supplier or reseller shall implement the billing provisions of this section not later than 120 days after the effective date of this section.

Sec. 409. (1) All money collected and deposited in the CMRS emergency telephone fund created in section 407 shall be distributed as follows:

(a) Twenty-five cents of each monthly service charge collected under section 408 shall be disbursed to reimburse CMRS suppliers licensed by the federal communications commission for providing and installing equipment that implements the wireless emergency service order and this act.

(b) Except as provided in subsection (4), 10 cents of each monthly service charge collected under section 408 shall be disbursed equally to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund.

(c) Except as provided in subsection (4), 15 cents of each monthly service charge collected under section 408 shall be disbursed on a per capita basis to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. The committee shall certify to the department of treasury annually which counties have a final 9-1-1 plan in place. The most recent census conducted by the United States census bureau shall be used to determine the population of each county in determining the per capita basis in this subdivision. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund.

(d) One and one-half cents of each monthly service charge collected under section 408 shall be available to PSAPs for training personnel assigned to 9-1-1 centers. A written request for money from the fund shall be made by a public safety agency or county to the committee. The committee shall semiannually authorize distribution of money from the fund to eligible public safety agencies or counties. A public safety agency or county that receives money under this subdivision shall create, maintain, and make available to the committee upon request a detailed record of expenditures relating to the preparation, administration, and carrying out of activities of its 9-1-1 training program. Money expended by an eligible public safety agency or county for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund. Money shall be disbursed to an eligible public safety agency or county for training of PSAP personnel through courses certified by the commission on law enforcement standards only for either of the following purposes:

(i) To provide basic 9-1-1 operations training.

(ii) To provide in-service training to employees engaged in 9-1-1 service.

(e) Until 2 years after the effective date of this section, three cents of each monthly service charge collected under section 408 shall be used by the department of state police to fund priority issues of 9-1-1 coverage. The department of state police shall annually prepare a list of projects in priority order that the department of state police recommends for funding under this subdivision. The legislature shall annually approve these projects by law. If a project provides infrastructure or equipment for use by CMRS suppliers, the department of state police shall charge a reasonable fee for use of the infrastructure or equipment. Fees collected under this subdivision shall be deposited in the fund and used for the purposes of this subdivision.

(2) Money received by a county under subsection (1)(b) and (c) shall be distributed by the county to the primary PSAPs geographically located within the 9-1-1 service district by 1 of the following methods:

(a) As provided in the final 9-1-1 service plan.

(b) If distribution is not provided for in the 9-1-1 service plan under subdivision (a), then according to any agreement for distribution between a county and a public agency.

(c) If distribution is not provided for in the 9-1-1 service plan under subdivision (a) or by agreement between the county and public agency under subdivision (b), then according to the population within the geographic area for which the PSAP serves as primary PSAP.

(d) If a county has multiple emergency telephone districts, money for that county shall be distributed as provided in the emergency telephone districts' final 9-1-1 service plans.

(3) If a county with a final 9-1-1 plan in place does not accept 9-1-1 calls through the direct dispatch method, relay method, or transfer method from a CMRS user, the revenues available to the county under subsection (1) shall be disbursed to the public agency or county responsible for accepting and responding to those calls.

(4) Beginning 1 year after the effective date of this section, a county is not eligible to receive disbursements under subsection (1)(b) or (c) unless the county is in compliance with the wireless emergency service order and this act.

Sec. 410. (1) The committee shall appoint a subcommittee to review expenditures from the CMRS emergency telephone fund created in section 407. The subcommittee shall consist of the member of the committee representing the department of state police provided for in section 712, who shall be the chairperson of the subcommittee, and all of the following:

- (a) The member of the committee who represents a commercial mobile radio service as provided for in section 713(1).
- (b) One member of the committee who represents a public safety agency who is not associated with the service supplier industry.
- (c) The member of the committee who represents the Michigan association of counties as appointed under section 713(1).
- (d) One member appointed by the chairperson of the committee who represents the commercial mobile radio service industry but who is not a member of the committee.

(2) A majority of the members of the subcommittee created under subsection (1) constitute a quorum for the purpose of conducting business and exercising the powers of the subcommittee. Official action of the subcommittee may be taken upon a vote of a majority of the subcommittee members. The chairperson of the subcommittee shall not have a vote unless the other members of the subcommittee cast a tie vote.

(3) The subcommittee created in subsection (1) shall review invoices submitted by CMRS suppliers for reimbursement from the CMRS emergency telephone fund created in section 407 in accordance with the wireless emergency service order and this act and shall make recommendations to the committee regarding approval or disapproval of payment on the invoice. The subcommittee may recommend to the committee approval of payment of an expense of a CMRS supplier before the expense is incurred. Before review by the subcommittee, the staff assigned by the department of state police to assist the committee, as provided for under section 714, shall remove all information that identifies the CMRS supplier submitting the invoice. The subcommittee shall review the validity of the invoices and recommend approval or disapproval to the committee. Upon receipt of recommendations from the subcommittee, the committee shall review and approve or disapprove the invoices and authorize payment of approved invoices.

(4) An invoice shall not be approved for payment of either of the following:

- (a) An expense that is not related to complying with the wireless emergency service order and this act.
- (b) An expense that exceeds 125% of the CMRS emergency telephone charges submitted by a CMRS supplier unless the expense was recommended for approval by the subcommittee created in subsection (1) before the expense was incurred.

(5) Notwithstanding section 716, specific information submitted by a CMRS supplier under this section is exempt from the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246, and shall not be released by the chairperson or any member of the committee or their staff without the permission of the CMRS supplier that submitted the information. However, information submitted by CMRS suppliers under this section may be released in the aggregate if the number of CMRS users or the expenses and revenues of a CMRS supplier cannot be identified.

Sec. 411. (1) A CMRS supplier may use money received from the CMRS emergency telephone fund created in section 407 for monthly recurring costs, start-up costs, and nonrecurring costs associated with installation, service, software, and hardware necessary to comply with the wireless emergency service order and this act.

(2) If the total amount from the invoices approved for payment under section 410 exceeds the amount remaining in the CMRS emergency telephone fund created in section 407 in any quarter, all CMRS suppliers that have submitted invoices and that are approved by the committee to receive payment shall receive a pro rata share of the money in the fund that is available in that quarter. Any unpaid balance shall be carried over to the following quarter until all of the approved payments are made.

Sec. 412. (1) The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:

- (a) The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.
- (b) The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.
- (c) The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.
- (d) A description of any commercial applications developed as a result of implementing this act.
- (e) A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.

(2) The committee shall deliver the report of the study prepared under subsection (1) to the secretary of the senate, the clerk of the house of representatives, and the standing committees of the senate and house of representatives having jurisdiction over issues pertaining to telecommunication technology.

(3) Upon receipt of the report, the legislature must consider the findings of the report and determine whether an adjustment to the fee is necessary.

Enacting section 1. Section 408 of the emergency telephone service enabling act, 1986 PA 32, MCL 484.1408, as added by this amendatory act, is repealed effective January 1, 2004.

Enacting section 2. This amendatory act does not take effect unless all of the following bills of the 90<sup>th</sup> Legislature are enacted into law:

- (a) House Bill No. 4659.
- (b) Senate Bill No. 492.

(c) Senate Bill No. 493.

This act is ordered to take immediate effect.

Clerk of the House of Representatives

Secretary of the Senate

Approved,

Governor



**Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature**

**COMMITTEE MEMBERSHIP LISTING**

**as of August 31, 2003**

MEMBER ORGANIZATION	REPRESENTATIVE
Association of Public Safety Communications Officials	Ms. Suzan Hensel, Midland County Central Dispatch
Commercial Mobile Radio Service	Mr. Scott Temple, Cingular Wireless
Department of Consumer and Industry Services	Ms. Norene Lind, Director of Office Services
Department of State Police <i>serving as Vice Chair for 2003</i>	Lt. Col. Peter C. Munoz, Uniform Services Bureau
Deputy Sheriffs' Association	Lt. Jim Hull, District Representative
Fraternal Order of Police	Mr. John Buczek, Executive Director
Governor's Appointee, Public Member	Mr. John Hunt, SBC Communications
House Appointee, Public Member	Mr. Charles Nystrom, Barry County Central Dispatch
Michigan Association of Ambulance Services	Mr. Dale Berry, Huron Valley Ambulance
Michigan Association of Chiefs of Police	Chief Kay Hoffman, Lansing Township Police Department
Michigan Association of Counties	Mr. Hugh Crawford, Oakland County Commissioner
Michigan Communications Directors Association	Mr. William Charon, Ionia County Central Dispatch
Michigan Association of Fire Chiefs	Chief Paul Trinka, Adrian Fire Department
Michigan Professional Firefighters Union	Mr. Paul Hufnagel, President
Michigan Public Service Commission	Mr. Dan Kearney, MPSC Representative
Michigan Sheriffs' Association	Sheriff Dale Gribler, Van Buren County Sheriff's Department
Michigan State Police Troopers Association	Sgt. Ron Johnson, Michigan State Police
National Emergency Number Association <i>serving as Chair for 2003</i>	Mr. Paul Rogers, Eaton County Central Dispatch
Senate Appointee, Public Member	Mr. Lloyd Fayling, Genesee County 9-1-1
Telecommunications Association of Michigan	Mr. Steve Berenbaum, SBC
UP Emergency Medical Services Corp.	Mr. Robert Struck, Executive Director

<p align="center"><b>Emergency Telephone Service Committee</b>  <b>2003 Report to the Michigan Legislature</b>  <b>SUBCOMMITTEE LISTINGS</b></p>
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**CMRS Subcommittee**

Lt. Col. Peter Munoz, ETSC/MSP, Chair  
 Mr. Scott Temple, ETSC/CMRS  
 Mr. Hugh Crawford, ETSC/MAC  
 Chief Kay Hoffman, ETSC/MACP  
 Mr. Paul Styler, CenturyTel

**Dispatcher Training Subcommittee**

Mr. Charles Nystrom, ETSC/House Appointee, Chair  
 Ms. Suzan Hensel, ETSC/APCO  
 Mr. Paul Rogers, ETSC/NENA  
 Ms. Christina Russell, ETSC/Oakland County  
 Mr. David Ackley, Genesee County Central Dispatch  
 Sgt. Charles Adams, Jackson County Central Dispatch  
 Mr. Thomas Altland, Mason/Oceana County Central Dispatch  
 Mr. John Bawol, Roscommon County Central Dispatch  
 Mr. Gary Brozewski, Bay County Central Dispatch  
 Mr. William Charon, Ionia County Central Dispatch  
 Ms. Karen Chadwick, Ingham County Central Dispatch/Lansing P.D.  
 Mr. James Fyvie, Clinton County Central Dispatch  
 Mr. David Lee, MCOLES  
 Mr. Ron MacDonald, Hillsdale County Central Dispatch  
 Mr. Jack Meser, Sanilac County Central Dispatch  
 Ms. Harriet Miller-Brown, Allegan County Central Dispatch  
 Ms. Evah Cole, Department of Treasury  
 Mr. Dale Rothenberger, MCOLES  
 Mr. Craig Swenson, Washtenaw County  
 Mr. Joseph VanOosterhout, Marquette County Central Dispatch

**Legislative Action Subcommittee**

Lt. Col. Peter Munoz, ETSC/MSP, Chair  
 Mr. Dale Berry, ETSC/MAAS  
 Sheriff Dale Gribler, ETSC/MSA  
 Ms. Suzan Hensel, ETSC/APCO  
 Mr. Dan Kearney, ETSC/MPSC  
 Mr. Charles Nystrom, ETSC/House Appointee  
 Mr. Scott Temple, ETSC/CMRS  
 Ms. Regina Bell, Ameritech  
 Ms. Marsha Bianconi, Conference of Western Wayne  
 Ms. Patricia Coates, Oakland County CLEMIS  
 Mr. Robert Currier, Intrado  
 Mr. James Fyvie, Clinton County Central Dispatch  
 Mr. Andrew Goldberger, St. Joseph County Central Dispatch  
 Mr. Ralph Gould, Grand Rapids Police Department  
 Ms. Jennifer Greenburg, TAM  
 Mr. Al Kear, Verizon  
 Ms. Cathy McCormick, Community EMS  
 Ms. Harriet Miller-Brown, Allegan County Central Dispatch  
 Mr. Mike Sexton, NENA  
 Mr. David Vehslage, Verizon

**Policy Subcommittee**

Mr. Dale Berry, ETSC/MAAS, Chair  
Mr. Paul Rogers, ETSC/NENA  
Mr. Richard Beltnick, Isabella County 9-1-1  
Mr. James Fyvie, Clinton County Central Dispatch  
Mr. James Peltier, Alpena County

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**Recertification Subcommittee**

Mr. William Charon, ETSC/MCDA, Chair  
Mr. Charles Nystrom, ETSC/House Appointee  
Mr. Paul Rogers, ETSC/NENA  
Mr. Scott Temple, ETSC/CMRS

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**Resource (Call) Management Subcommittee**

(inactive)

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**Wireless Implementation Subcommittee**

Ms. Susan Hensel, ETSC/APCO, Chair  
Mr. Ralph Gould, ETSC/MCDA  
Mr. John Hunt, ETSC/Governor's Appointee  
Mr. Charles Nystrom, ETSC/House Appointee  
Mr. Paul Rogers, ETSC/NENA  
Ms. Christina Russell, ETSC/Oakland County  
Mr. Scott Temple, ETSC/CMRS  
F/Lt. Daniel Bateman, MSP Metro Dispatch  
Ms. Marsha Bianconi, Conference of Western Wayne  
Ms. Patricia Coates, CLEMIS, Oakland County  
Mr. Bob Currier, Intrado  
Mr. Andrew Goldberger, St. Joseph County  
Ms. Kathy Neubauer, Troy P.D.  
F/Lt. Shirley Razmus, MSP Rockford Post  
Sgt. Joseph Rebh, Farmington Hills P.D.  
Mr. Mike Sexton, NENA  
Ms. Susan Sherwood, Sprint PCS  
Mr. Joseph VanOosterhout, Marquette County Central Dispatch  
Ms. Ann Farquhar, Southfield P.D.

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**Ring Delay Subcommittee**

Ms. Suzan Hensel, APCO, Chair  
Mr. Ralph Gould, Grand Rapids P.D.

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**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING**  
**Held at Charlar Place**  
**Holt, Michigan**

**March 13, 2002**  
**10:00 a.m.**

**MINUTES**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Col. Stephen Madden, Chair	Department of State Police
Chief James Bartholomew	Michigan Association of Chiefs of Police
Mr. Steve Berenbaum*, representing Kelly Fennell	Telecommunications Association of Michigan
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Mr. Hugh Crawford	Michigan Association of Counties
Mr. Andy Goldberger, representing Paul Rogers	National Emergency Number Association
Sheriff Dale Gribler	Michigan Sheriffs' Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Mr. John Hunt	Public Member, Governor Appointed
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Ms. Christina Russell	Michigan Communication Directors Association
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association

  

<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. Robert Struck	UP Emergency Medical Services Corp.
Chief Paul Trinka	Michigan Association of Fire Chiefs
Vacant	Public Member, Senate Appointed

\*Mr. Steve Berenbaum, representing Ms. Kelly Fennell as the Telecommunications Association of Michigan representative, arrived at the meeting just prior to the Policy Subcommittee report.

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Colonel Madden at 10 a.m.

**NEW MEMBERS**

Col. Stephen Madden announced his appointment by Governor Engler as Director of the Department of State Police, effective March 1, 2002. Capt. Tom Miller will be the new Michigan State Police representative to the ETSC, and will be in attendance at the next meeting.

Ms. Christina Russell was introduced as the new Michigan Communications Directors Association representative, replacing Mr. Ralph Gould.

The Senate public member position remains vacant with the resignation of Chief William Corbett last fall. Contact has been made with Senator DeGrow requesting an appointment to the position.

#### **ELECTION OF CHAIR AND VICE CHAIR**

A call for nominations for the new Chair and Vice Chair of the Emergency Telephone Service Committee was presented. Mr. Paul Rogers was nominated for the position of Chair and Ms. Marilyn Moore was nominated for the position of Vice Chair. With no other nominations made, Mr. Paul Rogers was elected Chair and Ms. Marilyn Moore was elected Vice Chair of the committee.

#### **APPROVAL OF MINUTES**

MOTION to approve the minutes of the December 12, 2001, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

#### **REPORTS**

##### **A. MSP REPORT**

###### **1. MSP Staff Support to ETSC**

Colonel Madden advised there will be no change in the Michigan State Police staff support to the ETSC with the election of the new Chair to the committee.

###### **2. Status of RFP for \$.03 Fund**

A copy of a March 4, 2002, letter from the Michigan State Police to Rep. Kenneth Bradstreet was distributed for review. Representative Bradstreet chairs the House Energy and Technology Committee. The letter asks Representative Bradstreet for approval to expend money from the MSP \$.03 Fund to secure a vendor, selected through the state's RFP (request for proposal) process, to conduct an objective needs assessment and develop an overall financial disbursement strategy for the monies collected.

###### **3. Update of Pending Attorney General Issues**

Initial discussions with representatives from the Attorney General's Office indicate a formal Attorney General's Opinion may be beneficial regarding the CDPD issue brought to the ETSC by Oakland County. It was noted that proper wording of the question to be posed to the Attorney General is critical to ensure the resulting Opinion clearly addresses the issue.

###### **4. NENA 9-1-1 Heroes Program**

Ms. Linda Cwiek, chair of the 2002 NENA 9-1-1 Heroes selection committee, gave a synopsis of the program. The deadline for submissions is April 22, 2002, and the winner will be announced at the May ETSC meeting in Grand Rapids.

## B. RECERTIFICATION SUBCOMMITTEE

MOTION by Ms. Hensel, seconded by Mr. Nystrom, that the following 78 counties be certified to the Department of Treasury as eligible for 2002 wireless funding:

Alcona	Clare	Ionia	Manistee	Otsego
Alger	Clinton	Iosco	Marquette	Ottawa
Allegan	Crawford	Iron	Mecosta	Presque Isle
Antrim	Delta	Isabella	Menominee	Roscommon
Arenac	Dickinson	Jackson	Midland	Saginaw
Baraga	Eaton	Kalamazoo	Missaukee	Saint Clair
Barry	Emmet	Kalkaska	Montcalm	Saint Joseph
Bay	Genesee	Kent	Montmorency	Schoolcraft
Benzie	Gladwin	Keweenaw	Muskegon	Shiawasee
Berrien	Gogebic	Lake	Newaygo	Tuscola
Branch	Grand Traverse	Lapeer	Oakland	Van Buren
Calhoun	Gratiot	Leelanau	Oceana	Washtenaw
Cass	Hillsdale	Lenawee	Ogemaw	Wayne
Charlevoix	Houghton	Livingston	Ontonagon	Wexford
Cheboygan	Huron	Luce	Osceola	
Chippewa	Ingham	Mackinac	Oscoda	

Following discussion, as detailed below, Mr. Berry offered a MOTION TO AMEND, SECONDED by Sheriff Gribler, to include Monroe County in the list of counties to be certified as eligible for third-year funding if the county meets the requirements by May 28, 2002, and to recommend to the Department of Treasury that Monroe County's payment be held pending their compliance. Mr. Patrick called for a point of order and indicated this motion would be more appropriately made in conjunction with the Recertification Subcommittee's next motion as listed in the Subcommittee Report. MOTION WITHDRAWN by Mr. Berry.

Vote on original MOTION to certify the above listed 78 counties as eligible to receive third-year wireless funds CARRIED.

MOTION by Mr. Nystrom, seconded by Ms. Hensel, that the following counties be tentatively certified to Department of Treasury pending completion of the listed steps.

Alpena County	Hold a public hearing and adopt a final 9-1-1 plan scheduled for March 22, 2002.
Macomb County	Adopt a final 9-1-1 plan scheduled for March 21, 2002.
Mason County	Adopt a final 9-1-1 plan scheduled for March 12, 2002.
Sanilac County	Hold a public hearing and adopt a final 9-1-1 plan scheduled for March 13, 2002.

MOTION TO AMEND by Mr. Berry to include Monroe County in the list of counties to be tentatively certified as eligible for third-year funding if the county meets the requirements by May 28, 2002, and to recommend to the Department of Treasury that Monroe County's payment be held pending their compliance. MOTION SECONDED by Mr. Patrick.

Following considerable discussion, as detailed below, vote on the MOTION TO AMEND FAILED with 7 yeas, 7 nays, and 1 abstention.

Vote on original MOTION to tentatively approve Alpena, Macomb, Mason, and Sanilac pending receipt of required information CARRIED.

#### **Discussion**

**Monroe County Appeal:** Mr. Ron Berns, Monroe County Central Dispatch PSAP Director, Mr. Charles Londo, Monroe County Administrator, and Monroe County Sheriff Tilman Crutchfield, appeared before the committee to make an appeal that Monroe County be certified as eligible for third-year funding pending the county's completion of the necessary compliance steps. In March 2000 Monroe County passed its resolution and scheduled its public hearing for June 2000. The public hearing was never held and no final resolution was passed. The county has now taken steps to correct this by rescheduling the public hearing and final vote for May 28, 2002.

Mr. Londo advised that the County's final 9-1-1 plan has not been challenged by any municipality. Their community is fully supportive of 9-1-1. The County is concerned about public safety and believes denial of their appeal will hurt their 9-1-1 operation and, ultimately, the citizens of Monroe County.

Upon questioning by the committee, Mr. Berns indicated that denial of funding may require Monroe County to cancel pending orders for CAD upgrade equipment. The county is currently receiving wireless 9-1-1 calls and will continue to do so even if wireless funding is not approved for third-year.

**Department of Treasury Input:** The next quarterly payment to counties is scheduled to be made on or around April 30. Ms. Connie Ross, Department of Treasury, was asked what options are available to the committee given the fact Monroe County will not be eligible until May 28 at the earliest. Ms. Ross advised the committee could either direct the Department of Treasury to distribute funding based on 83 counties and hold Monroe County's payment until they are in compliance, or the committee could direct Treasury to distribute funding based on 82 counties.

**Recertification Subcommittee Information:** Clarification was requested on the deadlines given for compliance. Letters were sent to all counties not yet in compliance on November 6, 2001, giving a November 30, 2001, deadline for compliance. A second "final notice" letter was sent via certified mail on February 15, 2002, giving a March 5, 2002, deadline for compliance.

It was asked why exceptions are recommended for Alpena, Macomb, Mason, and Sanilac counties as indicated in the above motion, but not Monroe County. The reason for allowing these exceptions was that all can be in compliance by March 31, 2002, permitting the Department of Treasury to make their scheduled payments on April 30, 2002. There is no way Monroe County can be in compliance by April 30.

Mr. Nystrom reported that 82 counties were able to meet the required deadline for third-year certification and Monroe County could have done so as well, had they promptly responded to the ETSC directives. In addition to the mailings, Mr. Nystrom advised that some ETSC members also met with Monroe County representatives in December to go over the steps required for third-

year compliance. The Dispatcher Training Fund has made no exceptions and has denied funding to those PSAPs who did not meet the stated deadlines. Mr. Nystrom stated his belief that the committee should remain consistent in its enforcement of requirements.

#### **C. DISPATCHER TRAINING SUBCOMMITTEE**

MOVED, SECONDED, AND CARRIED to accept 140 applications for the approval of dispatcher training funds.

Mr. Lloyd Fayling, Genesee County Central Dispatch Director, made an appeal on behalf of the City of Flint. City representatives did not completely review the packet of information sent to them that included the Dispatcher Training Fund application form. They reviewed form ETSC-301 that requests information for the 2002 Annual Report by June 28, 2002, and believed they had until that date to submit the Dispatcher Training Fund application form as well. The committee declined consideration of this appeal without vote.

The Dispatcher Training Committee Chair provided a draft version of ETSC-510A form and instructions for documenting the expenditure of dispatcher training fund dollars by primary PSAPS. This form will be presented for approval by the committee at the next ETSC meeting.

#### **D. CMRS SUBCOMMITTEE**

Invoices from CMRS suppliers in the amount of approximately \$333,000 have been returned to the vendor(s) due to the lack of information provided.

#### **E. POLICY SUBCOMMITTEE**

The Policy Subcommittee offered the following draft revision for Policy C, Procedures for Cellular Telephone Callers Reporting an Incident in Progress.

Recommend the title of Policy C be changed to "Procedures for Wireless Telephone Callers Reporting an Incident in Progress."

Recommend the existing language be deleted and the following new language be approved:

Reporting an event in progress is useful for the public's safety. A public safety answering point (PSAP) receiving such information has a responsibility to use the information in the best way it can. However, callers reporting an incident and choosing to follow a subject may expose themselves and others to potential danger. Therefore, it is recommended that each PSAP develop operational policies that take into consideration the safety of the caller and the public."

Sergeant Thompson suggested the following amendment be made to the last sentence, to read:

. . . Therefore, it is recommended that each PSAP develop operational policies that take into consideration THE INFORMATION'S USE BY LAW ENFORCEMENT and the safety of the caller and the public.

MOVED, SECONDED, AND CARRIED unanimously to adopt the new title and language for Policy C, including the proposed amendment.



## **F. LEGISLATIVE ACTION SUBCOMMITTEE**

This responsibility will be assigned to Capt. Tom Miller, the new MSP representative to the ETSC. To date there has been no response from the Legislature on the 2001 Annual Report or its included recommendation for a State 9-1-1 Coordinator position. Colonel Madden advised that he will continue to pursue the possibility of hiring a statewide 9-1-1 coordinator, when the timing is appropriate.

### **DISCUSSION**

#### **A. PREPAID WIRELESS ISSUES**

A Wayne County PSAP received over 300 prank calls in a month from a prepaid wireless phone. Prepaid and unsubscribed phones continue to show the phone number of the original owner on the PSAP's display, making it difficult to identify the caller. Mr. Temple indicated this a federal issue, and would be more appropriately addressed by NENA and APCO than by the ETSC. It was suggested that the ETSC draft a letter to the Federal Communications Commission expressing Michigan's concerns. This was referred to the Recertification Subcommittee for consideration.

Once Phase II has been implemented, wireless carriers will be better able to assist in identifying the perpetrators of these types of pranks by more accurately determining the location of the caller.

#### **B. FCC 92-105**

There has been much discussion about the potential impact of FCC 92-105 on Michigan. This ruling addresses both wireline and wireless 9-1-1. Marilyn Moore advised that, to her knowledge, Baraga County is the only area in our state not currently in compliance. The MPSC has been in contact with Baraga County and they are working on becoming compliant.

Lt. Tony Benaglio, MSP Negaunee Regional Dispatch, reported that some individuals in the Upper Peninsula have interpreted this Ruling to mean they will receive free 9-1-1 service. For example, as a result of the Ruling, Baraga County opted to have the Baraga County Sheriff's Department handle their wireline 9-1-1 calls rather than follow their final 9-1-1 plan and route the calls to Negaunee Regional. While this is a quicker and more cost-effective solution, the Sheriff's Department does not have enhanced 9-1-1 capabilities and, therefore, citizens will not be provided the same level of service as other citizens in the state. Citizens may not be fully aware of the implications and there is concern that upcoming millage votes may fail if citizens opt to accept the basic service for free rather than pay additional for enhanced service. The Wireless Subcommittee was asked to discuss this issue and prepare a letter to Baraga County expressing the ETSC's concerns.

### **PUBLIC COMMENT**

#### **Wayne County Issue**

Wayne County representatives asked to be placed on the agenda, then withdrew their request immediately prior to the meeting.

**Sanilac County Issue—Access to MSAG Information**

Mr. Jack Messer, Sanilac County Central Dispatch, reported having problems loading the MSAG on to their in-house computer. They are unable to do so because it contains unlisted numbers. He asked the ETSC to consider this issue when discussing possible legislative amendments. Their use of the information is for a police function and the information is kept confidential.

**Telecommunicator Week**

Ms. Dawn Adams, Muskegon County Central Dispatch, offered a reminder that the second week of April is Telecommunicator Week. PSAP directors are encouraged to recognize their employees for the valuable services they provide to the community.

**Recognition of Outgoing Chair**

The Committee congratulated Col. Stephen Madden on his promotion and thanked him for his years of service to the Emergency Telephone Service Committee. Colonel Madden said he was proud to have been a member of the ETSC and felt the committee has come a long way in three years. He encouraged continued participation by all as the committee works to improve 9-1-1 services to Michigan's citizens.

<b>NEXT MEETING</b>
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Monday, May 20, 2002, 10:15 a.m., Amway Grand Plaza Hotel in conjunction with the 2002 NENA Conference.

The meeting adjourned at 11:45 a.m.

Approved:

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Col. Stephen D. Madden, Outgoing Chair  
Emergency Telephone Service Committee



**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING**  
**Held at Amway Grand Plaza Hotel**  
**Grand Rapids, Michigan**

**May 20, 2002**  
**10:15 a.m.**

**MINUTES**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Mr. Paul Rogers, Chair	National Emergency Number Association
Mr. Steve Berenbaum, representing Kelly Fennell	Telecommunications Association of Michigan
Ms. Elizabeth Brown, representing Robert Struck	UP Emergency Medical Services Corp.
Mr. John Buczek	Fraternal Order of Police
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Lt. Jim Hull	Deputy Sheriffs' Association
Capt. Tom Miller	Department of State Police
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Monty Nye, representing Paul Hufnagel	Michigan Professional Firefighters Union
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Ms. Christina Russell	Michigan Communication Directors Association
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinko	Michigan Association of Fire Chiefs

<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Chief James Bartholomew	Michigan Association of Chiefs of Police
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Hugh Crawford	Michigan Association of Counties
Sheriff Dale Gribler	Michigan Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Vacant	Public Member, Senate Appointed

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Mr. Paul Rogers at 10:15 a.m.

**NEW MEMBERS**

I. Capt. Tom Miller, Department of State Police representative to the committee, was introduced. Captain Miller will chair the Legislative Action and Commercial Mobile Radio Supplier (CMRS) subcommittees.

**APPROVAL OF MINUTES**

II. MOTION to approve the minutes of the March 13, 2002, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

## REPORTS

### III. CMRS Subcommittee Report

The CMRS Subcommittee reviewed a total of eight invoices. Two of the invoices were received from a third party vendor. The subcommittee determined these would not be eligible for reimbursement and a letter was mailed informing the vendor of that decision.

MOTION to approve the payment of Invoice #02-0001 in the amount of \$22,406.36. A vote was taken and the MOTION CARRIED unanimously.

MOTION to approve the payment of Invoice #02-0002 in the amount of \$353,042.39. A vote was taken and the MOTION CARRIED unanimously.

MOTION to approve the payment of Invoice #02-0003 in the amount of \$45,669.48. A vote was taken and the MOTION CARRIED unanimously.

MOTION to approve the payment of Invoice #02-0006 in the amount of \$66,715.19. A vote was taken and the MOTION CARRIED unanimously.

MOTION to approve the payment of Invoice #02-0007 in the amount of \$17,434.57. A vote was taken and the MOTION CARRIED unanimously.

MOTION to approve the payment of Invoice #02-0008 in the amount of \$13,617.00. A vote was taken and the MOTION CARRIED unanimously.

### IV. Dispatcher Training Subcommittee Report

The Dispatcher Training Subcommittee introduced a new ETSC-510 form for documentation of in-service training expenditures. The form package includes an example page, a reporting page, a continuation page, and complete instructions.

These forms are to be retained at each primary PSAP location for use during audits of dispatcher training fund expenditures. It was noted it would be in the best interest of PSAPs to use and document the oldest funds received first, due to expenditure period deadlines.

MOTION to approve the distribution of the ETSC-510 form package. A vote was taken and the MOTION CARRIED unanimously.

### V. Wireless Funding Certification

Subsequent to the March ETSC meeting, it was learned that Alpena County would not meet the March 31, 2002, deadline for third-year funding compliance, as the county clerk missed the five-day window to send certified mail to all affected jurisdictions. Alpena County later corrected the error and rescheduled their public hearing for April 26, 2002. Mr. Rogers polled ETSC members to determine if there was support to schedule a special meeting to reconsider the action taken by the committee at the March 13 meeting. There was not sufficient support to schedule a meeting, and neither Monroe nor Alpena County were certified as eligible to receive third-year wireless funding.

On May 14, Mr. Paul Rogers, Col. Stephen Madden, Lt. Col. Tadarial Sturdivant, Capt. Tom Miller, and Ms. Marilyn Moore met with representatives from Attorney General's Office and the Department of Treasury to review the process followed by the ETSC in this matter.

The ETSC is not required by law to provide notification to counties regarding compliance requirements and is not responsible for monitoring progress of any county to come into compliance with public acts. Counties have the opportunity to become eligible for funding if they comply with the requirements of the Act, but eligibility is not an entitlement. Refusal to certify a county as eligible is not a fine. Because wireless funds are not entitlements but are available to counties that meet the requirements of the Act, counties are not entitled to due process.

Other counties certified as eligible to receive wireless funds may have cause for legal action if ineligible counties are given funding.

Certification requirements to date have been as follows:

**First Year** – Counties were required to provide a copy of their final 9-1-1 plan to the ETSC. Gogebic County was not certified for the first year as it did not have a final 9-1-1 plan in place.

**Second Year** – Counties were required to provide the ETSC with documentation that a tentative 9-1-1 plan, whether new, amended, or revised, had been approved by the county's board of commissioners. The tentative 9-1-1 plan or final 9-1-1 plan had to incorporate a reference to FCC Docket 94-102 (the wireless emergency service order).

Counties were also required to make a written request for Phase 1 wireless 9-1-1 to the service providers, and have a primary PSAP capable of receiving and utilizing the requested data elements within the required six-month implementation time frame.

All 83 counties were determined to be eligible for second-year certification.

**Third Year** – Counties were required to provide the ETSC with documentation of a final 9-1-1 plan, approved by the county's board of commissioners. This applied only to those counties that did not yet have a final amended plan in place at the time of second-year certification. The final 9-1-1 plan must incorporate a reference to FCC Docket 94-102 (the wireless emergency service order).

Each county was required to submit reporting documentation of expenditures, accounting, and usage of cellular funds received, as required by the Public Act.

The original deadline for providing the ETSC with verification that the requirements had been met was November 30, 2001. The deadline was later extended to March 5, 2002. At the March 2002 ETSC meeting, the committee voted to certify as eligible all counties that were in compliance by March 31, 2002.

#### **Alpena County**

Mr. Jim Peltier, Alpena County Central Dispatch, stated Alpena County would not attempt to appeal to the ETSC if there is no provision in P.A. 32 for such an appeal. He stated the loss of the funds would make their budget very tight as their county commissioners had already appropriated their budget in anticipation of receiving this money.

**Monroe County**

Mr. Ron Berns, Monroe County Central Dispatch, stated that his dispatch center will have to budget its expenditures very carefully over the coming year to absorb this loss of revenue. The center's budget has already been reduced by the amount of wireless funds that had been anticipated for the coming year.

**Recommendation of the Chair:**

Mr. Rogers recommended that the ETSC not hear an appeal from either county based on the following rationale:

- There is no right to an appeal.
- Granting an appeal would reverse a proper decision of the ETSC (March 2002 meeting).
- Granting an appeal could open the door to other appeals (dispatcher training fund distribution).
- Granting an appeal could open the door for other counties to pursue legal action.

No motion was made to hear an appeal and no action was taken.

**REPORT OF THE CHAIR**

**A. PSAP Tariff**

SBC Ameritech has approached the Michigan Public Service Commission to discuss a proposed tariff as a cost recovery mechanism for routing wireless calls from the selective router to the PSAP. If approved, PSAPs would be billed a specified amount for each wireless 9-1-1 call it receives. This has the potential of being extremely costly for PSAPs.

Ms. Marilyn Moore explained that tariffs are normally issued as "file and use." In this instance, due to the potential ramifications, there will likely be a hearing or public comment period before the Michigan Public Service Commission renders a decision. The ETSC Legislative Action Subcommittee will be asked to look for possible solutions to this matter.

**B. Legislative Concerns**

A meeting of the Legislative Action Subcommittee will be scheduled in the near future. In addition to the wireless tariff issue, the subcommittee will be asked to review possible legislative amendments to address the following matters: PBX and similar systems that have no location technology; concerns surrounding prepaid wireless phones; whether ETSC should have rule making authority; wireline systems (like Centrex) that don't currently pay wireline 9-1-1 charges; and possible registration requirement for new wireless carriers in Michigan.

Individuals having other 9-1-1 related legislative issues they would like reviewed should put their ideas in writing and submit them to Linda Cwiek at the Michigan State Police.

**C. Policy Subcommittee Chair**

Mr. John Hunt submitted his resignation as chair of the Policy Subcommittee effective immediately. Mr. Rogers asked anyone interested in serving in this position to contact him by e-mail.

**New Wireless Carrier 9-1-1 Implementation**

D. A cellular provider asked if it is eligible to seek reimbursement from the CMRS fund prior to paying into the fund. CMRS suppliers are not eligible for reimbursement until they begin paying into the fund.

**E. Allowable 9-1-1 Expenditures**

The Wireless Implementation Subcommittee and the Policy Subcommittee were asked to reevaluate the current list of allowable/disallowable wireless 9-1-1 surcharge expenditures list to possibly expand and clarify it, and to discuss the possibility of putting together a similar list for wireline expenditures. Examples of recent questions include whether purchase of an incident command trailer is an allowable expense and whether lunch can be purchased for the county 9-1-1 Board.

**F. Senate Representative**

It was suggested that a list of people interested in serving as the Senate representative be submitted to the Senate in an effort to assist in the selection process for this position.

**PUBLIC COMMENT**

**Mr. Ralph Gould, Grand Rapids Police Department, asked the ETSC to consider developing an appeal process for CMRS funding decisions in order to serve the needs of PSAPs in Michigan, particularly those in counties with more than one PSAP and those in sparsely populated counties. In counties with multiple PSAPs where large portions of the Michigan population and voters reside, the government body that receives the CMRS funding documents may not be the same government body that is funding much of the expense of operating the PSAPs that handle wireless telephone 9-1-1 calls. Sparsely populated counties have very limited staff resources to process CMRS documents and may require additional assistance. *(Added to minutes at the request of Mr. Gould and as approved by the ETSC at its August 19, 2002, meeting.)***

**NEXT MEETING**

Efforts will be made to schedule an ETSC meeting during the month of August.

The meeting adjourned at 11:20 a.m.

Approved:

Paul Rogers, Chair  
Emergency Telephone Service Committee



**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING**  
**Held at Michigan State Police Training Academy**  
**Lansing, Michigan**

**August 19, 2002**  
**10:00 a.m.**

**MINUTES**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Ms. Marilyn Moore, Vice Chair	Michigan Public Service Commission
Chief James Bartholomew	Michigan Association of Chiefs of Police
Mr. Steve Berenbaum, representing Kelly Fennell	Telecommunications Association of Michigan
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Andrew Goldberger, representing Paul Rogers	National Emergency Number Association
Sheriff Dale Gribler	Michigan Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Monty Nye, representing Paul Hufnagel	Michigan Professional Firefighters Union
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Ms. Christina Russell	Michigan Communication Directors Association
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Mr. Mike Zorza, representing Robert Struck	UP Emergency Medical Services Corp.

<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Mr. John Buczek	Fraternal Order of Police
Mr. Hugh Crawford	Michigan Association of Counties
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Lt. Jim Hull	Deputy Sheriffs' Association
Capt. Tom Miller	Department of State Police
Chief Paul Trinko	Michigan Association of Fire Chiefs
Vacant	Public Member, Senate Appointed

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Ms. Marilyn Moore at 10:00 a.m.

**APPROVAL OF MINUTES**

I. Mr. Ralph Gould, Grand Rapids Police Department, has requested the following amendment be made to the May 20, 2002, ETSC Minutes:

Mr. Ralph Gould, Grand Rapids Police Department, asked the ETSC to consider developing an appeal process for CMRS funding decisions in order to serve the needs of PSAPs in Michigan, particularly those in counties with more than one PSAP and those in sparsely populated counties. In counties with multiple PSAPs where large portions of the Michigan population and voters reside, the government body that receives the CMRS funding documents may not be the same government body that is funding much of the expense of operating the PSAPs that handle wireless telephone 9-1-1 calls. Sparsely populated counties have very limited staff resources to process CMRS documents and may require additional assistance.



MOTION to approve the minutes of the May 20, 2002, ETSC meeting as amended. A vote was taken and the MOTION CARRIED unanimously.

## **RESIGNATION OF VICE CHAIR**

### **II. Resignation of Vice Chair**

Ms. Marilyn Moore, Michigan Public Service Commission ETSC Representative and Vice Chair to the ETSC, has selected to take the State's Early Retirement Package with a November 1, 2002, effective retirement date. She announced her resignation as the Vice Chair effective August 19, 2002. She will stay on as the MPSC representative until her replacement is named and is confident this will be before November 1.

A request was made for names of individuals interested in serving as Vice Chair and/or nominations for the position. Ms. Christina Russell was nominated and accepted that nomination. A second was made to the nomination. Ms. Moore, acting as Chair to the ETSC in Mr. Paul Rogers' absence, appointed Ms. Christina Russell to the position of Vice Chair of the ETSC for the remainder of this year's term.

## **REPORTS**

### **III. Report of the Chair**

#### **A. Change of MSP Staff Support**

Ms. Linda Cwiek has accepted a promotion and will be replaced by Ms. Mary Jo Hovey, who comes highly recommended to the ETSC. The ETSC honored Ms. Cwiek with a standing ovation for her dedication to the committee and praise for her professionalism and hard work.

#### **B. July 2002 County Payments**

Treasury determined that \$51,274 in interest was not accounted for in 2001. The calculations for distribution were calculated based on the counties certified in 2001 and on 1990 census figures. Everything has been corrected and the money distributed to counties with the July 2002 quarterly payment.

#### **C. Phase II Requests**

A reminder was given to counties to send copies of their requests for Phase II to their Local Exchange Carriers as well as the ETSC.

#### **D. State Point of Contact for 9-1-1**

A letter to the Federal Communication Commission designating Col. Stephen Madden as the state point of contact for 9-1-1 by Governor Engler was distributed.

#### **E. Allowable 9-1-1 Expenditures**

With Mr. Paul Rogers' absence, this item was tabled until the September ETSC meeting.

## **F. Wireless Tariff**

SBC Ameritech-Michigan (Ameritech) has requested an informal meeting with the Michigan Public Service Commission (MPSC) staff to brief them on their proposed E-9-1-1 tariff. This meeting is scheduled for September 9. (**Please note:** The meeting has been changed from the September 10 date originally noted at the ETSC meeting.) Ms. Moore encouraged Public Safety Answering Points (PSAPs) to contact Ameritech prior to that date to see if all parties can come to some type of agreement on the proposed E-9-1-1- tariff. Ameritech plans to give MPSC staff two weeks to review the tariff before officially filing it.

Ms. Moore was asked if interested parties could come to Ameritech's MPSC staff briefing session. She indicated utility companies frequently come into the Commission to discuss issues and proposals with staff and these meetings are normally private, allowing for a free flow of communication. However, she can provide a general summary of the briefing and forward it to Ms. Hovey to distribute to the Committee.

A motion was made by Sheriff Dale Gribler that Mr. Charles Nystrom draft correspondence to the Michigan Public Service Commission (MPSC) expressing the Committee's willingness to work with SBC Ameritech and the state's 9-1-1 directors to resolve issues surrounding the proposed E-9-1-1 wireless tariff, if requested. A copy of the letter will be sent to SBC Ameritech and Verizon. The motion carried, with Mr. Scott Temple, Chief James Bartholomew, Mr. Steve Berenbaum, Mr. John Patrick, and Mr. John Hunt voting against.

The draft letter is to be sent to Ms. Hovey for dissemination to ETSC members for review and comment prior to the September 9 meeting and prior to mailing to MPSC, with copies to SBC Ameritech and Verizon. The correspondence will be signed by the ETSC chair, Mr. Paul Rogers.

Mr. Charles Nystrom raised concern on what steps the MPSC would take when this tariff is filed. Ms. Moore stated that, to date, the MPSC has received numerous letters from PSAPs expressing their concerns. Due to the outpouring of concerns, it is most likely this tariff will not be handled in the normal manner. Normally, this tariff would be reviewed to assure it meets tariff specifications and, if it does, would be stamped in. However, the MPSC staff has been made aware of the PSAP community's concerns and therefore anticipates either having a hearing or an opportunity for written comment.

Mr. John Hunt and Mr. Nystrom held a lengthy discussion regarding a meeting the PSAP directors had with Ameritech on the proposed E-9-1-1 tariff. Mr. Hunt stated that Ameritech prefers to have a contested hearing on this tariff.

Ms. Marsha Bianconi inquired if there is a contested case proceeding, a hearing, or an opportunity for written comment, will the letters that were sent to the MPSC be made part of the record? Ms. Moore stated she would check with the MPSC chief attorney and get back to the committee by way of Ms. Hovey. (**Please note:** Ms. Moore looked into this matter before the minutes were finalized and advised that correspondence received on this issue will be made part of the record should a formal proceeding be opened.)

Concern was raised on who will replace Ms. Moore on the committee upon her retirement. Ms. Moore stated that there is no need for concern, since there are many excellent people at the MPSC to step into her position. She is confident that a replacement will be named before her November 1 retirement date. She reiterated that even though she has stepped down as the vice chair of the ETSC effective August 19, 2002, she will continue to serve as the MPSC representative until her replacement is named. She further noted that Mr. Thomas Lonergan,

Communications Division Director, is actively involved in all matters concerning telecommunications issues and has been at the MPSC in top administrative positions for over 20 years. Mr. Lonergan will be at the MPSC until June 30, 2003, and will ensure that the proper person is selected to serve as the MPSC representative to the ETSC.

**G. 9-1-1 Ballots**

Alpena and Livingston counties' 9-1-1 ballots passed. Iron, Muskegon, and Sanilac county ballots were defeated.

**H. Policy Subcommittee Chair**

Ms. Marilyn Moore announced the appointment of Sgt. Mark Thompson as the new chair of the Policy Subcommittee by Mr. Paul Rogers, chair of the ETSC.

**IV. CMRS Subcommittee**

The CMRS Subcommittee held a conference call August 12 to consider 14 requests for reimbursement by Commercial Mobile Radio Service (CMRS) suppliers. Invoices totaling \$468,358.64 were submitted, with \$350,521.97 recommended for approval by the subcommittee. Three of the invoices denied were CMRS billings on behalf of a third party vendor where fees were stated to be benefiting all wireless carriers. Only CMRS providers are eligible to request and receive funds. One invoice was partially denied pending further information from the service provider.

A MOTION was made to approve the payments totaling \$350,521.97 as recommended by the subcommittee. The MOTION CARRIED unanimously.

The CMRS Subcommittee will draft a clear definition of a CMRS provider and who qualifies for reimbursement. It will be sent to the Attorney General's office for their opinion.

**V. Legislative Action Subcommittee**

Ms. Linda Cwiek reviewed the draft of the 2002 Annual Report that is due to the Michigan Legislature by August 30. It was requested that any comments or changes to the report be submitted to the ETSC secretary by Friday, August 23, at noon.

Ms. Cwiek recommended deleting the Wireless Phase I column on Page 16 of the annual report due to conflicting information with another appendix in the report. She has worked to get as accurate information as possible. However, it has been a difficult task and she does not feel it is accurate enough to include in the report.

A MOTION was made to remove the wireless column information from Page 16 of the annual report. The MOTION PASSED unanimously.

Discussion regarding the legislative sunset is tabled until the next meeting, due to the absence of the subcommittee chair at today's meeting.

#### **PUBLIC COMMENT**

Mr. Scott Temple stated carriers he represents would like a meeting with the Wireless Implementation Subcommittee. They are becoming frustrated in their efforts to deploy Phase I and are looking for help from the subcommittee. The ETSC secretary was requested to contact Ms. Suzan Henzel, chair of the subcommittee.

Mr. Barry Nelson, Saginaw County Central Dispatch has been receiving letters from wireless service providers regarding his request for Phase II implementation and questioning how much money Saginaw County has received. Mr. Scott Temple advised he would work with Saginaw County to resolve the issues.

#### **NEXT MEETING**

The next meeting is scheduled for Wednesday, September 25, 2002, 2:00 p.m., at the Kettunen Center in Tustin. This meeting will be held in conjunction with the Michigan Chapter APCO conference.

The meeting adjourned at 11:10 a.m.

Approved:

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Marilyn Moore, Vice Chair  
Emergency Telephone Service Committee



**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING**  
**Held at Kettunen Center**  
**Tustin, Michigan**

**September 25, 2002**  
**2:00 p.m.**

**MINUTES**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Mr. Paul Rogers, Chair	National Emergency Number Association
Mr. Steve Berenbaum, representing Kelly Fennell	Telecommunications Association of Michigan
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Mr. John Hunt	Public Member, Governor Appointed
Capt. Tom Miller	Department of State Police
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Monty Nye, representing Paul Hufnagel	Michigan Professional Firefighters Union
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Ms. Christina Russell	Michigan Communication Directors Association
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinko	Michigan Association of Fire Chiefs

<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Chief James Bartholomew	Michigan Association of Chiefs of Police
Mr. Hugh Crawford	Michigan Association of Counties
Sheriff Dale Gribler	Michigan Sheriffs' Association
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. Robert Struck	UP Emergency Medical Services Corp.
Vacant	Public Member, Senate Appointed

<b>STAFF SUPPORT</b>	<b>REPRESENTING</b>
Ms. Denise Fox	Department of State Police
Ms. Mary Jo Hovey	Department of State Police

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Mr. Paul Rogers at 2:00 p.m.

**APPROVAL OF MINUTES**

I. Following the August 19, 2002, meeting, there were questions regarding the motion to forward correspondence to SBC Ameritech, Verizon, and the Michigan Public Service Commission. The ETSC Chair, Mr. Paul Rogers, was absent from that meeting. After Mr. Rogers held discussions with several committee members regarding the intent of the motion, letters were drafted and mailed to the entities as believed to be appropriate.

MOTION to approve the minutes of the August 19, 2002, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

Mr. Rogers announced the ETSC meetings will now be tape recorded to protect the integrity of the committee and to ensure motions are carried out as intended.

## REPORTS

### **II. Report of the Chair**

#### **A. Recognition of Outgoing Committee Members**

This will be the last meeting for Ms. Marilyn Moore, Michigan Public Service Commission representative. Ms. Moore has worked with the ETSC for many years and assisted many PSAPs and the 9-1-1 community. She was thanked for her many efforts and service to the committee.

Mr. John Patrick, Department of Consumer and Industry Services representative, will also be retiring at the end of the year. He was thanked for his time and service to the committee.

#### **B. Allowable 9-1-1 Expenditures**

The Legislative Action Subcommittee previously drafted guidelines for the appropriate use of funds designed primarily for wireless expenditures. A question was raised some months ago regarding the use of funds for a command trailer, with the response inquiring as to the purpose of the command trailer.

Sgt. Mark Thompson, chair of the Policy Subcommittee, was asked to take a creative look at this issue beyond just wireless funds and develop a document to offer guidance.

#### **C. Review of Proposed Statewide 9-1-1 Coordinator Position Description**

A copy of the position description drafted by the Michigan Communications Directors Association was reviewed. Committee members were asked to provide feedback and recommendations to Ms. Mary Jo Hovey for discussion at the December meeting. No action is needed on the document at this time. Its purpose is to provide guidance and a starting point should funding be found down the road for this position. However, the organization the position falls under will ultimately have the final say on the position description. Contacts are also being made with other states to survey how they handle the administration of their 9-1-1 programs.

Items noted at this point are:

- Add notation regarding written and verbal communications skills.
- Page 3, line one, under "Physical Requirements," should read "...essential functions as contained..."
- Is the eyesight requirement needed on page 3?

#### **D. PSAP Tariff Update**

A meeting was held August 28, 2002, in Oakland County with representatives from several different organizations to discuss the PSAP tariff. The main issue discussed was the cost for

transfers on billings so PSAPs are only billed for the original call and not for transfers to other PSAPs.

SBC Ameritech has found a technical solution and is agreeable to not charging for transferred calls. SBC Ameritech is also agreeable to stop billing if there is a legislative change. A question was raised as to the procedure to stop a tariff once filed. Mr. John Hunt noted that law takes precedent over a tariff. He further stated that if there is no form of reimbursement, SBC Ameritech will not be able to provide service.

A lawsuit has been filed by the Michigan Communication Directors Association (MCDA) and Barry County Central Dispatch to ask the court to interpret language in the Act to determine if SBC Ameritech is eligible for reimbursement from the wireless surcharge fund. A temporary restraining order has been filed. MCDA's position is that a per call tariff assessed on PSAPs is unacceptable and they do not agree to any monetary amount at this point. The next steps to be taken are up in the air until the judge's ruling.

The FCC has been notified that SBC Ameritech will file a tariff on October 1, 2002. Ms. Marilyn Moore of the Michigan Public Service Commission (or her replacement) will notify the ETSC secretary when the actual filing of the tariff takes place. The ETSC secretary will notify PSAPs of the occurrence and post the information on the ETSC web site.

#### **E. Senate Appointment**

The position of Senate appointee to the ETSC has been vacant for some time. Mr. Dave Green and Mr. Robert Currier have both indicated interest in the position. Others interested were asked to submit letters to Ms. Hovey prior to the December meeting. The chair of the ETSC will compile a list of interested candidates and submit it to the Speaker of the Senate for appointment to the position.

#### **F. Ring Delay**

Ring delay testing was last conducted three years ago when four or five dispatch centers participated to determine ring delay times from wireline phones to PSAPs. If testing is done again, several factors previously addressed should be taken into account again, i.e. SS7 participation (those centers opting not to change) and phones being programmed to wait a specific amount of digits before answering. The good news would be a determination that ring delay time is less. If the delay time is longer, service providers will be contacted to find out what can be done to speed the time up.

Mr. Rogers noted this issue is worthwhile to look into again and identify areas of concern. Ms. Christina Russell will chair a subcommittee to conduct re-testing of 9-1-1 calls routed to PSAPs. Mr. Ralph Gould volunteered to serve on the subcommittee. Mr. Rogers asked the subcommittee to meet before the end of the year.

Mr. Gould noted that the last time testing was done, it took several months to complete. He requested that the testing be done before the end of the calendar year. Ms. Russell stated she will check into the issue and report back at the next meeting.

**G. CMRS Surcharge Payment (In Advance)**

PrimeCo has contacted the ETSC requesting to make their surcharge payments annually, in advance, adjustable at the end of the year. Approval was given to this company as they only have 60-70 customers in Michigan who have purchased their phones.

**H. \$.03 Fund**

The Michigan State Police hired a consulting firm, Schumaker & Company, to evaluate requests for \$.03 fund money. A working committee was organized to give guidance to the consulting firm and review their progress. Each committee member signed a non-disclosure agreement prior to the review of materials. Approximately 32 applications were received from around the state, which will be prioritized. Other states were consulted on their manner of handling the issue. In August the committee met and reviewed the documented materials. The firm intends to prioritize the use of funds and deliver an interim report to the working committee, after which it will be submitted to the Director of the State Police to take to the Legislature for a final decision.

**I. Other Comment**

Mr. Rogers, as chair of the ETSC, received a call in August from Mr. Keith Hanna of the Michigan Department of Management and Budget questioning why Treasury was requesting to carry forward funding to next year's budget. During the course of the discussion it was determined Mr. Hanna was referring to the CMRS fund. Mr. Rogers explained the money had been accumulated because wireless service providers are still in the process of implementing Phase I and II service in Michigan, and once deployed, the money will be depleted. Mr. Rogers is asking that this serve as a reminder for companies to submit bills for reimbursement.

**III. CMRS Subcommittee Report**

At the August 12, 2002, subcommittee meeting approval of three invoices was not granted due to their third party billing status. At the September 20, 2002, meeting a special presentation was made by representatives of those billing companies, providing further explanation on the third party billing and how they utilize the CMRS provider on behalf of all CMRS carriers. After hearing the presentation and discussion, the subcommittee unanimously approved the three invoices, totaling \$117,390.00. The ETSC secretary had previously verified with the Department of Treasury that each had submitted sufficient funds to be eligible for reimbursement.

MOTION to approve three invoices: #02-0010, #02-0016, and #02-0019 totaling \$117,390.00. A vote was taken and the MOTION CARRIED unanimously.

The subcommittee approved six additional invoices: #02-0023, #02-0024, #02-0025, #02-0027, #02-0028, and #02-0029 totaling \$284,961.93. The ETSC secretary had previously verified with the Department of Treasury that each had submitted sufficient funds to be eligible for reimbursement.

MOTION to approve the above noted six invoices totaling \$284,961.93. A vote was taken and the MOTION CARRIED unanimously.

The subcommittee will be working with the Attorney General's office to compose a precise working definition of a CMRS provider, which will be brought to the full committee for approval.



#### **IV. Legislative Action Subcommittee Report**

The last meeting of the Legislative Action Subcommittee was held July 12, 2002. At that time, it was determined re-drafting of the language in P.A. 32 was necessary. However, there was concern over the amount of time it would take to accomplish the re-drafting. Given the risk of the legislation sunseting, the subcommittee voted to move forward with only pursuing the extension of the January 1, 2004, sunset this year.

Due to occurrences since the July 12 meeting (the proposed tariff and civil action by MCDA), Capt. Tom Miller made a personal decision to cancel the September subcommittee meeting and bring the issue to the full ETSC to receive direction on which avenue to pursue. Captain Miller stated that his decision to cancel the September meeting was a decision he made on his own, with no influence from anyone in state government. His intent was not to reflect negatively on the subcommittee, but he felt it important to get direction from the full ETSC given the occurrences over the past several weeks. He did not want to see the subcommittee move forward in a direction the entire ETSC may not support.

Mr. Rogers noted that the ETSC is at a point in Michigan history where we need to take time to examine the legislation from the ground up and not attempt to patch it, as has happened in the past. Consideration needs to be given to all technologies and to level the playing field to address problems that have occurred. There are a number of issues needing resolution and needing to be looked at in a more uniform way.

Mr. Charlie Nystrom has held conversations with various representatives who feel the entire Act needs to be brought up-to-date. There are many good and capable people willing to work on a re-draft, with a 15-month time period available.

The issue was opened to the floor for discussion.

A MOTION was made for the ETSC to authorize the Legislative Action Subcommittee to re-draft P.A. 32 to only address the sunset provision of January 1, 2004. The MOTION FAILED, unanimously.

A MOTION was made to charge the Legislative Action Subcommittee with (1) preparing a renewal of the sunset provision to have on hand for back-up purposes, and (2) re-drafting P.A. 32 addressing specific issues which have been brought forth to the subcommittee and submit the re-draft to the ETSC by March 31, 2002. The MOTION PASSED, unanimously.

The next meeting of the Legislative Action Subcommittee is scheduled for October 18, 2002, with the location yet to be determined. (Please note: A meeting site has since been announced as the MSP Training Academy in Lansing). Anyone who would like to participate was asked to contact Ms. Hovey. Team leaders will be assigned to each issue to research and make recommendations on the language. Volunteers will be contacted with further information.

#### **V. Policy Subcommittee Report**

The Policy Subcommittee chair, Sgt. Mark Thompson, reported the subcommittee has not yet met. A meeting date will be set in the near future.

## **VI. Re-Certification Subcommittee Report**

Ms. Christina Russell was appointed to chair the Re-certification Subcommittee. The subcommittee was charged with drafting requirements for next year's re-certification of counties, and any changes to the existing methodology, for presentation at the December ETSC meeting.

## **VIII. Public Comment**

Mr. Barry Nelson, Saginaw County, reported they are losing more and more landlines and would like to recommend basing the surcharges on cell phones the same as landlines. The surcharges imposed should be the same for all applications that access 9-1-1.

Mr. Scott Temple stated moving forward with Phase I deployment is critically important. Many counties have deployed only one carrier out of five or six doing business in their county. A focus should be made on the implementation of wireless enhancement throughout the state, eliminating roadblocks, and getting Phase I moving.

Mr. Jim Fyvie, Clinton County, questioned the idea of pursuing a CMRS definition from the Attorney General. It was explained a legal definition was not being pursued. There is currently existing federal language that explains what CMRS is. A definition from a working standpoint, rather than a legal interpretation or formal opinion, is being pursued.

## **NEXT MEETING**

The next meeting is scheduled for Wednesday, December 4, 2002, 10:00 a.m., in the Lansing area. Location to be announced. (**Please note:** The meeting location will be the Eaton County Courthouse, Board of Commissioners Room, 1045 Independence Boulevard, in Charlotte.)

The meeting adjourned at 4:05 p.m.

Approved:

Paul Rogers, Chair  
Emergency Telephone Service Committee



**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING**  
**Eaton County Courthouse**  
**Charlotte, Michigan**

**December 4, 2002**  
**10 a.m.**

**MINUTES**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Mr. Paul Rogers, Chair	National Emergency Number Association
Ms. Christina Russell, Vice Chair	Michigan Communication Directors Association
Mr. Steve Berenbaum, representing Kelly Fennell	Telecommunications Association of Michigan
Mr. Dale Berry	Michigan Association of Ambulance Services
Sheriff Charles Brown, representing Dale Gribler	Michigan Sheriffs' Association
Mr. John Buczek	Fraternal Order of Police
Mr. Hugh Crawford	Michigan Association of Counties
Mr. Jim Fyvie, representing Suzan Hensel	Assn. of Public Safety Communications Officials
Chief Kay Hoffman	Michigan Association of Chiefs of Police
Lt. Jim Hull	Deputy Sheriffs' Association
Lt. Col. Tadarial Sturdivant	Department of State Police
Mr. Dan Kearney	Michigan Public Service Commission
Mr. Monty Nye, representing Paul Hufnagel	Michigan Professional Firefighters Union
Ms. Norene Lind	Department of Consumer and Industry Services
Ms. Harriet Miller-Brown, rep. Charles Nystrom	Public Member, House Appointed
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Mr. John Hunt	Public Member, Governor Appointed
Mr. Robert Struck	UP Emergency Medical Services Corp.
Vacant	Public Member, Senate Appointed

<b>STAFF SUPPORT</b>	<b>REPRESENTING</b>
Ms. Denise Fox	Department of State Police
Ms. Mary Jo Hovey	Department of State Police

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Mr. Paul Rogers at 10 a.m.

**APPROVAL OF MINUTES**

**I. The following corrections were requested to the September 25, 2002, minutes. Ring Delay, Item F., Page 3, second sentence, change to read "wireline phones to PSAPs." The last sentence of the second paragraph referring to available funding is to be removed.**

MOTION to approve the minutes of the September 25, 2002, ETSC meeting with the above two corrections. A vote was taken and the MOTION CARRIED unanimously.

## REPORTS

### **II. Report of the Chair**

#### **A. Recognition of Outgoing Members**

Chief James Bartholomew, MACP representative to the ETSC, has retired and will not be continuing service to the committee.

Capt. Tom Miller has accepted a transfer to another division within Michigan State Police, but will continue to serve on the Legislative Action Subcommittee through March 2003 to continue his work on the legislative rewrite.

Ms. Denise Fox has accepted a transfer to another division within the Michigan State Police.

#### **B. Recognition of Incoming Committee Members**

Lt. Col. Tadarial Sturdivant, Deputy Director of the Uniform Services Bureau, will replace Captain Miller as MSP representative to the committee. As such, he will serve as chair for the CMRS and Legislative Action Subcommittees.

Chief Kay Hoffman, Lansing Township Police Department, will replace Chief Bartholomew as MACP representative to the committee.

Mr. Dan Kearney will replace Ms. Marilyn Moore as MPSC representative to the committee.

Ms. Norene Lind will replace Mr. John Patrick as the CIS representative to the committee.

#### **C. Dispatcher Training Registration Forms**

The dispatcher training forms, due February 14, 2003, were mailed last week. A reminder will be sent to all Primary PSAPs prior to the due date.

#### **D. Mackinac County Emergency Telephone Service District Final Plan**

Mackinac County has submitted a revised final 9-1-1 plan to include Mackinac Island.

#### **E. Wireless Deployment Difficulties with TSC Communications as Third Party Vendor**

No written communication was received on this issue from NENA (see Public Comment at the end of the minutes).

#### **F. U.S. Coast Guard Secondary PSAP Project**

Representatives from the U.S. Coast Guard have expressed interest in becoming secondary PSAPs in the Detroit Metropolitan area; Wayne, Macomb, and Oakland counties. They have been encouraged to contact the individual county 9-1-1 coordinators. NENA is working with them to create a mechanism to assist them with their efforts. This will be a trial site for southeastern Michigan and there are no indications they will expand to other areas of Michigan at this time.

Mr. Randy Gates of the U.S. Coast Guard has been looking for ANI/ALI for the Mega Center in Battle Creek for consideration to become a PSAP on a federal level. A letter may be forthcoming regarding this issue.

### **III. Old Business**

#### **A. Review of Proposed Statewide 9-1-1 Coordinator Position Description**

Mr. Bill Charon and his work group are continuing work on the 9-1-1 Coordinator position description (PD). Recent revisions to the PD include:

- Minimum experience as a PSAP administrator is not necessary as long as the candidate has experience in the PSAP arena.
- A suitable background check will be conducted.
- Item 6 now includes the FCC to the list of agencies the coordinator would serve as liaison with.

The work group continues to research funding for the position.

#### **B. Senate Appointment**

This appointment has remained vacant for more than a year. Three individuals have indicated interest and their names will be submitted to the Senate. No recommendations will be made on the candidates by the ETSC.

### **IV. Ring Delay**

Ms. Christina Russell contacted members of the telephone industry to get a better understanding of the process. The last study, conducted in 1999 by the Emerging Technology Subcommittee, included PSAPs and two telephone companies—taking seven months to complete. No action was taken.

In 1999, GTE and Ameritech provided people to work on the committee. Due to cutbacks, these companies will not have extra personnel to participate at this time. They suggested a consultant be hired to conduct an adequate study, at an estimated cost of \$8,000 to \$10,000.

It is anticipated the equipment being tested today will be quite different in a year or two, and with the industry moving toward SS7 conversion, the ring delay issue may resolve itself. With other priorities facing the committee at this time, ring delay is not at the forefront of these issues needing to be addressed.

When the issue is considered again, it should include both wireline and wireless. If no technical advice is offered from the phone companies, hiring a technical consultant would need to be considered. However, there is no known funding source currently available.

It was suggested on the wireless side that carriers could test when they bring counties up the first time. This would provide some historical data for reference. It was also noted that testing times won't change when they look at how wireless affects it.

### **V. Recertification Subcommittee Report**

The Recertification Subcommittee met in October to discuss fourth year certification, which will follow the same criteria as third year certification. A mailing is targeted for the end of December or first of January advising what requirements will be. The goal is to clearly articulate implementation of Phase I for all carriers. PSAPs can't selectively decide whom to deploy because they are receiving money to deploy all carriers. A deadline will be given to meet the fourth year certification requirements.

Recertification in 2004 will need to work toward further implementing wireless and assuring counties have implemented with all wireless carriers, not just a portion of them. They will also be asking PSAPs to contact carriers to request Phase II implementation. MSP funding will be addressed by the Legislative Action Subcommittee in the legislative rewrite.

#### **VI. CMRS Subcommittee Report**

Fifteen invoices were reviewed for approval by the CMRS Subcommittee with 10 approved, 2 tabled, and 3 denied.

The ETSC secretary had previously verified with the Department of Treasury that each approved invoice submitted had deposited sufficient funds to be eligible for reimbursement.

MOTION to approve ten invoices: 02-0026, 02-0031, 02-0032, 02-0033, 02-0034, 02-0035, 02,0037, 02,0038, 02-0042, and 02-0043, totaling \$1,324,546.84. A vote was taken and the MOTION CARRIED unanimously.

Invoice 02-0030 - the subcommittee had questions on T-1 costs submitted. The invoice was tabled pending receipt of additional information.

Invoice 02-0036—no funds have been contributed under the federal identification number provided and the subcommittee had questions on the charges submitted.

Invoice 02-0039 - insufficient funds were contributed to cover the invoice amount.

Invoice 02-0040 - no funds have been contributed under the federal identification number provided and charges submitted are not consistent with those of a CMRS supplier.

Invoice 02-0041 - the invoice was tabled as no funds have been contributed under the federal identification number provided.

Letters will be sent asking for clarification on the issues in question.

#### **ETSC RESOLUTION**

Ms. Harriet Miller-Brown introduced a proposed resolution to the ETSC committee members. The resolution does four things:

1. It approves all invoices recommended for approval by the CMRS Subcommittee.
2. It approves the invoices that the CMRS Subcommittee recommended against approval provided two conditions are met:

- a. The subcommittee finds that the invoices are for items that were purchased in order to comply with the FCC's wireless implementation order by a FCC licensed carrier—wireless or not; and
  - b. The MCDA prevails in the Barry County lawsuit in establishing that telephone companies with FCC wireless order compliance costs are "CMRS suppliers."
3. It places any payments for these telephone companies in escrow pending a resolution of the Barry County case.
4. Finally, it directs the CMRS Subcommittee to develop a procedure for pre-approval of CMRS supplier expenses where the CMRS supplier will be exceeding funds that it has contributed to the CMRS Fund.

Ms. Miller-Brown read the resolution to the audience. A MOTION was made and SECONDED to open the issue for discussion.

Input was sought from Mr. Douglas Van Essen, legal counsel to MCDA and also to many counties, and Mr. David Voges, Attorney General representative to the ETSC. Mr. Voges asked that the record reflect his opinions are his and his only, and are not the opinion of the Attorney General.

Mr. Voges stated he does have concerns regarding the resolution and is not sure if the Department of Treasury would issue a check if the resolution were to be adopted today. There are guidelines set under the statute to make distribution of these funds. The statute may indicate distribution to CMRS suppliers and not to an escrow account.

Mr. Voges was asked if members of the ETSC representing interested parties in the lawsuit (example MCDA and SBC) would be allowed to vote on this issue. He advised that, in general, conflicts of interest require a personal financial interest in the matter before being disqualified. The statute deliberately put a diverse group of representatives on the ETSC. These individuals may have a bias disqualifying them in court, but not in this context.

MCDA questions whether Ameritech can receive reimbursement if they have not contributed to the fund. Mr. Van Essen advised that so far the judge has accepted that position. The legislation was intended to cover the telephone industry with technical and wireless costs being covered, along with wireless expenses to implement the FCC order. Mr. Van Essen encouraged the committee to remain in a neutral position in the lawsuit; neither endorsing the proposition that telephone companies are or are not CMRS suppliers. He encouraged deferring the legal issue to the court case and its resolution. A trial is scheduled for December 16 and a final ruling is expected to be made at that time.

The resolution offered would put the funds from denied invoices into an escrow type fund to ensure the money would be available if the court were to rule in favor of the phone companies. Concern was raised that if the money were to be put into a deferred account and the lawsuit was tied up in court for years, at some point more money would be in the deferred account than would be available for legitimate expenses submitted.

Captain Miller noted that today's invoices have been reviewed as past practice has been. There have been invoices rejected for payment in the past due to no contributions to the fund. Payments cannot exceed 125% of the contributions. Mention was made by Mr. Van Essen that no mechanism is in place for companies to receive pre-approval of invoices. Captain Miller is

concerned regarding some of the statements made today on pre-approvals of invoices and if charges are, in fact, allowable CMRS expenses. Staff is not in a position to make recommendations to the subcommittee. Also, available staff time is stretched as is. If pre-approve invoices, a procedure would need to be developed and the subcommittee will need to become much more engaged. If doors are opened to entities that have not contributed to the fund, we will need to take a more extensive look at how viable the companies are.

A MOTION was made to table this issue and defer it to the CMRS Subcommittee. A vote was taken with 9 in favor and 7 opposed. MOTION CARRIED.

#### **Addition to CMRS Guidelines**

Captain Miller reviewed proposed language to be added to the guidelines for submission of CMRS invoices. "At the request of an eligible CMRS provider, the CMRS Subcommittee will reconsider a previously denied invoice, without resubmission of a new invoice, as long as the request is made within six months of the date the original invoice was denied."

A MOTION was made to approve the additional language. A vote was taken and the MOTION CARRIED unanimously.

#### **VII. Legislative Action Subcommittee Report**

At its October 18 meeting, the subcommittee began the process of redrafting the legislation. A timetable has been established and a presentation will be made to the ETSC at the March 28, 2003, meeting. Work group leaders have been assigned to each rewrite issue and are in the process of putting together recommended changes. Several progress meetings for the work group leaders will be held. A Legislative Resource Subcommittee (LRS) consisting of technical experts is available to assist the work groups.

Final overviews are due to Ms. Mary Jo Hovey on February 28, 2003. The drafts will be reviewed by the Legislative Action Subcommittee on March 14, 2003.

Ms. Christina Russell noted that the issue dealing with "All Service Providers Release of Customer Information in Emergency Situations (subpoena process, etc)" is still in need of a work group leader. Volunteers were encouraged to lead this group.

#### **VIII. Policy Subcommittee Report**

No report was given.

#### **IX. Public Comment**

##### **TSC Communications**

Mr. Dan Loftus, Livonia Police Department PSAP Director, reported great difficulty with TCS Communications in handling wireless E9-1-1 calls. He has been in contact with several agencies and has not received corrective action.

It was noted that several other PSAPs also have problems with this company. It was recommended that a meeting be set up with TCS, members of the phone industry, and NENA to find a resolution to the problems.



**X. Next Meeting**

The next meeting is scheduled for Friday, March 28, 2003, 10 a.m., at the Eaton County Courthouse in Charlotte.

Elections of the committee chair and vice chair will be held at this meeting. Mr. Rogers announced he would be willing to continue as chair for another year to maintain consistency, if selected, or he could be an advocate in a different capacity.

The meeting adjourned at 12:10 p.m.

Approved:

Paul Rogers, Chair  
Emergency Telephone Service Committee

**Emergency Telephone Service Committee  
2003 Report to the Michigan Legislature**

**ACRONYMS/DEFINITIONS**

- 9-1-1** A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.
- 9-1-1 Network** – Literally, the dedicated circuits, and switching components used to transport voice from the originating central office, PBX, or other equivalent point to the 9-1-1 controller unit at the PSAP.
- 9-1-1 Service** – The delivery of 9-1-1 dialed calls from the originating switch to the PSAP call taker, with associated delivery of ANI and ALI data.
- 9-1-1 System** – The set of network, database and CPE components required to provide 9-1-1 service.
- ALI** **Automatic Location Identification** – The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.
- ANI** **Automatic Number Identification** – Telephone number associated with the access line from which a call originates.
- Analog** – As applied to 9-1-1, call transport using signaling involving a physical change, such as voltage or frequency. Analog trunking using multi-frequency tones (MF).
- APCO** **Association of Public Safety Communications Officials** – The Association of Public Safety Communications Officials – International, Inc. is a not-for-profit professional organization dedicated to the enhancement of public safety communications. APCO exists to serve the people who manage, operate, maintain and supply the communications systems.
- AR** **Alternate Routing** – A standard feature provided to allow E9-1-1 calls to be routed to a designated alternate location if **(1)** all E9-1-1 exchange lines to the primary PSAP are busy, or **(2)** the primary PSAP is closed down for a period of time (night service).
- ACN** **Automatic Collision Notification** – A service provided by vendors such as OnStar and ATX that allows sensors in vehicles to automatically initiate a call to a central answering point upon specific levels of vehicle impact, air bag deployment, etc.
- Basic 9-1-1** – An emergency telephone system, which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI.
- CAS** **Call Associated Signaling**
- CTIA** **Cellular Telecommunications and Internet Association** – The Cellular Telecommunications and Internet Association is the international organization that represents all elements of wireless communication – cellular, personal communication services, enhanced specialized mobile radio, and mobile satellite services – serving the interests of service providers, manufacturers, and others.

**CMRS Commercial Mobile Radio Service** – Includes all of the following:

- 1) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.
- 2) A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.
- 3) A network radio access line.

**CMRS Connection** – Each number assigned to a CMRS customer.

**Company Identifier (Company ID)** – A 3 to 5 character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the end user. The Company Identifier is maintained by NENA in a nationally accessible database.

**Consolidated Dispatch** – A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.

**Data Base** – An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 9-1-1, such databases include master street address guide (MSAG), telephone number/emergency service number (ESN), and telephone customer records.

**Database Service Provider** – A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

**Dedicated Trunk** – A telephone circuit used for a single purpose such as transmission of 9-1-1 calls.

**DR Default Routing** – The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other cause.

**EMS Emergency Medical Service** – The emergency medical response group established under the Emergency Medical Systems Act of 1972.

**ESN Emergency Service Number** – A number defining the primary PSAP and up to 5 secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E9-1-1 service.

**ESZ Emergency Service Zone** – The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.

**Emergency Telephone Charge** – Emergency telephone operation charge and emergency telephone technical charge.

**Emergency Telephone District** – The area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act. Also referred to as "9-1-1 service district."

**Emergency Telephone District Board** – The governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.

**Emergency Telephone Operation Charge** – A charge for nonnetwork technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operation charge does not include non-PSAP related costs such as response vehicles and other personnel.

**ETSC**     **Emergency Telephone Service Committee** – A committee created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services.

**Emergency Telephone Technical Charge** – A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles for technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act.

**E9-1-1**     **Enhanced 9-1-1** – An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI and ALI.

**Final 9-1-1 Service Plan** – A tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.

**HCAS**     **Hybrid CAS** – a combination of CAS (Call Associated Signaling) and NCAS (Non Call Associated Signaling).

**Hypertext Link** – A way to connect two Internet resources via a simple word or phrase on which a user can click to start the connection, and easily access cross-references.

**ISDN**     **Integrated Services Digital Network** – A digital interface providing multiple channels for simultaneous functions between the network and CPE.

**Internet Protocol Telephony** – Blending of voice, data, and video using Internet Protocol for each, across the Internet or other existing IP-based LANs and WANs, effectively collapsing three previously separate networks into one.

**LEC**     **Local Exchange Carrier** – A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), and Local Service Providers (LSPs)

**LNP**     **Local Number Portability** – A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.

**MSAG**     **Master Street Address Guide** – A perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.

**NASNA**     **National Association of State Nine One One Administrators** – The National Association of State Nine One One Administrators is a not-for-profit corporation of full time state 9-1-1

coordinators whose primary responsibility is to administer 9-1-1 programs in their respective states. NASNA members review public policy issues, federal regulations, technology issues and funding mechanisms that impact 9-1-1 delivery.

**NENA National Emergency Number Association** – The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation—One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

**NCAS Non Call Associated Signaling**

**PBX Private Branch Exchange** – A smaller version of the phone company central switching office, usually privately owned by a non-telephone business. A PBX connects to the larger telephone network for external call handling, and usually requires dialing an access digit such as 9 or 8 to make an external call.

**Phase I Wireless E9-1-1 Service** – dispatch center receives call back number of the wireless phone used to dial 9-1-1 and the location of the cell site used to handle the call.

**Phase II Wireless E9-1-1 Service** – dispatch center receives specific location information of the wireless caller dialing 9-1-1, within parameters set by the Federal Communications Commission.

**Primary PSAP** – A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. (See PSAP below.)

**Public Safety Agency** – An entity that provides fire fighting, law enforcement, emergency medical, or other emergency service.

**PSAP Public Safety Answering Point** – A facility equipped and staffed to receive 9-1-1 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

**Redundancy** – Duplication of components, running in parallel, to increase reliability.

**Relay Method** – A PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

**Secondary PSAP Answering Point** – A communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

**SR Selective Routing** – The routing of a 9-1-1 call to the proper PSAP based upon the location of the caller.

**Service Provider** – An entity providing one or more of the following 9-1-1 elements: network, CPE, or database service.

**Service Supplier** – A person providing a telephone service or a CMRS to a service user in this state.

**Service User** – An exchange access facility or CMRS service customer of a service supplier within a 9-1-1 system.

**SS7**      **Signaling System 7 (SS7)/Common Channel Signaling (CCS7)** – An inter-office signaling network separate from the voice path network, utilizing high-speed data transmission to accomplish call processing. (The Public Switched Telephone Network is in the process of upgrading from MF Signaling to SS7.)

**CCS7**

**Switch** – Telephone company facility where subscriber lines or interswitch trunks are joined to switching equipment for connecting subscribers to each other, locally or long distance.

**Tariff** – The rate approved by the Public Service Commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

**Telecommunicator** – As used in 9-1-1, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP.

**Tentative 9-1-1 Service Plan** – A plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

**Transfer Method** – A PSAP transfer the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

**Trunk** – Typically, a communication path between central office switches, or between the 9-1-1 Control Office and the PSAP.

**Universal Emergency Number Service** – Public telephone service that provides service users with the ability to reach a public safety answering point by dialing the digits “9-1-1.” Also referred to as “9-1-1 Service.”

**Universal Emergency Number Service System** – A system for providing 9-1-1 service under P.A. 80 of 1999. Also referred to as “9-1-1 System.”

**Wireless** – A phone system that operates locally without wires, using radio links for call transport.

**Wireless Emergency Service Order** – The order of the Federal Communications Commission. FCC docket No. 94-102, adopted June 12, 1996, with an effective date of October 1, 1996.

**Wireless Phase I** – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector. (Target date April 1998.)

**Wireless Phase II** – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 100 meters 67% of the time for network-based caller location systems and within 50 meters 67% of the time for handset-based location systems. (Target start date October 2001.)

**Wireless Telecommunications** – The family of Telecommunications services under the heading of Commercial Mobile Radio Service. Includes Cellular, Personal Communications

Services (PCS), Mobile Satellite Services (MSS) and Enhanced Specialized Mobile Radio (ESMR).

**Wireline** – The transmission of speech or data using wired connections.

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APPENDIX 4  
2003 ETSC Report to the Legislature  
County Information 1

County	Wireless Revenue	Other Revenue	Total Budget	Phase I Costs 2	Phase I Status	Phase II Costs	Phase II Status	Other Allowable Expenditures	Unexpended Revenue 1	# Wireline Calls 3	# Wireless Calls 3	Total # Calls 3	% Wireless Calls
Alcona	\$ 77,147.49	\$ 285,814.32	\$ 531,801.00	\$ -	Active	\$ -	Not Active	\$ -	\$ 169,154.15	13,242	4984	18,226	
Alger	\$ 69,899.00	\$ 142,748.50	\$ 25,800.00	\$ 15,577.50	Active	\$ -	Not Active	\$ -	\$ -	1,827	259	2,086	
Allegan 4	\$ 139,458.00	\$ 1,452,352.00	\$ 1,355,401.00	\$ 820.00	Active	\$ -	Not Active	\$ 95,635.00	\$ 43,093.00	34,452	18,980	53,432	
Alpena	\$ 3,232.00	\$ 502,091.00	\$ 572,719.00	\$ -	Active	\$ 32,541.00	Not Active	\$ 540,178.00	\$ -	28,620	12570	41,190	
Antrim	\$ 76,264.00	\$ 559,353.00	\$ 508,458.00	\$ -	Active	\$ -	Not Active	\$ 5,822.00	\$ 176,500.00	7,002	2449	9,451	
Arenac	\$ 75,736.00	\$ 389,940.07	\$ 465,676.07	\$ -	Active	\$ -	Not Active	\$ 41,941.98	\$ 33,794.02	3,285	1,268	4,553	
Baraga	\$ 186,771.00	\$ -	\$ 186,771.00	\$ -	Requested	\$ -	Not Active	\$ 41,925.82	\$ 144,845.18	0	0	0	
Barry	\$ 106,632.00	\$ 928,605.00	\$ 1,265,791.00	\$ 145,025.15	Active	\$ 222,717.25	Requested	\$ 68,328.60	\$ 599,166.00	72,112	17540	89,652	
Bay	\$ 142,863.00	\$ 1,714,658.00	\$ 1,541,597.00	\$ 142,863.00	Active	\$ -	Not Active	\$ -	\$ -				
Benzie	\$ 71,017.00	\$ 341,579.73	\$ 412,696.73	\$ 396,275.51	Active	\$ -	Not Active	\$ -	\$ 16,321.22	4,584	1663	6,247	
Berrien	\$ 179,169.00	\$ 1,303,918.00	\$ 1,483,087.00	\$ 12,000.00	Active	\$ -	Not Active	\$ 4,409.00	\$ 162,760.00	66,233	21,857	88,090	
Branch	\$ 134,044.00	\$ -	\$ 134,044.00	\$ -	Active	\$ -	Active	\$ 79,664.90	\$ 54,379.10	182,500	5,840	188,340	
CCE	\$ 243,591.00	\$ 1,053,652.46	\$ 1,297,243.46	\$ 960.00	Active	\$ 313,553.34	Active	\$ 954,745.00	\$ -	69,339	24,250	93,589	
Calhoun	\$ 161,099.01	\$ 577,295.14	\$ 738,394.15	\$ 169,936.50	Active	\$ -	Not Active	\$ 32,941.20	\$ 535,516.45	85,671	62,038	147,709	
Cass	\$ 98,562.00	\$ 606,898.00	\$ 550,151.83	\$ -	Active	\$ -	Not Active	\$ -	\$ 98,562.00	11,005	8,468	19,473	
Chippewa	\$ 93,812.00	\$ 541,139.00	\$ 634,951.00	\$ 231,011.00	Pending	\$ -	Not Active	\$ 616,525.00	\$ -	9,008	2,558	11,566	
Clare 3	\$ 82,272.00	\$ 111,265.54	\$ 355,183.36	\$ 12,766.46	Active	\$ -	Not Active	\$ -		not tracked	not tracked	n/a	
Clinton	\$ 108,782.00	\$ 1,335,897.00	\$ 1,444,679.00	\$ -	Active	\$ 161,087.00	Requested	\$ 1,283,592.00	\$ -	80,529	16,452	96,981	
Crawford	\$ 70,938.00	\$ 286,791.00	\$ 357,729.00	\$ -	Active	\$ -	Not Active	\$ 70,938.00	\$ -	2,212	767	2,979	
Delta	\$ 89,128.00	\$ 254,848.00	\$ 343,976.00	\$ -	Active	\$ -	Not Active	\$ 89,128.00	\$ -	3,300	3,720	7,020	
Dickinson 4	\$ 79,501.00	\$ 95,480.59	\$ 319,391.00	\$ -	Active	\$ -	Not Active	\$ 79,501.00	\$ -	2,900	2,030	4,930	
Eaton	\$ 135,714.00	\$ 2,279,269.00	\$ 2,414,983.00	\$ -	Active	\$ 53,121.00	Requested	\$ 82,593.00	\$ -	22,076	25,338	47,414	
Genesee	\$ 281,355.75	\$ 4,480,456.61	\$ 4,761,811.83	\$ -	Active	\$ 17,098.00	Requested	\$ 264,257.75	\$ -	181,026	153,478	334,504	
Gladwin 3	\$ 79,744.00	\$ 382,178.94	\$ 461,922.94	\$ 8,247.96	Active	\$ -	Not Active	\$ 1,614.00	\$ -	no equipment to track calls			
Gogebic	\$ 12,769.00	\$ -	\$ 12,769.00	\$ 23,120.16	Requested	\$ -	Not Active	\$ -	\$ 23,120.16	0	0	0	
Grand Traverse	\$ 187,825.00	\$ 532,553.82	\$ 1,178,968.90	\$ -	Active	\$ -	Not Active	\$ 187,825.00	\$ -	not tracked	not tracked		
Gratiot	\$ 90,429.00	\$ 412,277.00	\$ 452,277.00	\$ 23,377.27	Active	\$ -	Not Active	\$ 40,000.00	\$ 50,429.00	not tracked	not tracked		
Hillsdale	\$ 93,562.00	\$ 557,081.37	\$ 650,643.37	\$ 2,974.50	Active	\$ -	Not Active	\$ 90,587.44	\$ -	29,068	7,384	36,452	
Houghton	\$ 87,250.00	\$ 571,080.00	\$ 658,330.00	\$ -	Active	\$ -	Requested	\$ 87,250.00	\$ -	8,949	3,385	12,334	
Huron	\$ 87,295.00	\$ 944,805.00	\$ 1,032,100.00	\$ 89,975.00	Active	\$ 89,975.00	Not Active	\$ 809,642.00	\$ -	12,000	7,000	19,000	
Ingham	\$ 269,738.00	\$ 5,854,827.00	\$ 4,074,000.00	\$ -	Active	\$ -	Requested	\$ 8,701.95	\$ -	80,982	77,844	158,826	
Ionia	\$ 104,624.00	\$ 933,741.00	\$ 1,023,543.00	\$ 151.00	Active	\$ -	Not Active	\$ 104,473.00	\$ -	10,231	11,538	21,769	
Iosco	\$ 85,275.30	\$ 622,622.54	\$ 707,899.84	\$ -	Active	\$ -	Not Active	\$ 63,909.00	\$ 21,366.00	9,328	3,796	13,124	
Iron	\$ 68,918.00	\$ 239,769.45	\$ 308,687.45	\$ -	Active	\$ -	Not Active	\$ -	\$ 68,918.00	2,777	728	3,505	
Isabella	\$ 108,751.00	\$ 651,808.00	\$ 760,560.00	\$ -	Active	\$ -	Not Active	\$ 108,751.00	\$ -	165,000		165,000	40 - 45%
Jackson	\$ 176,167.00	\$ 1,553,692.89	\$ 1,729,859.89	\$ -	Active	\$ -	Not Active	\$ 126,448.80	\$ 49,718.20	105,407	30,000	135,407	
Kalamazoo 4	\$ 239,946.14	\$ -	\$ 239,946.14	\$ -	Active	\$ -	Not Active	\$ -	\$ -	17,213	0	17,213	
Kalkaska	\$ 40,000.00	\$ 360,000.00	\$ 400,600.00	\$ -	Active	\$ -	Not Active	\$ -	\$ -	not listed	not listed		
Kent	\$ 458,909.85	\$ -	\$ 458,909.85	\$ 175,000.00	Active	\$ 83,812.06	Not Active	\$ 72,558.68	\$ -	298,000	360,000	658,000	
Keweenaw 3	\$ 61,964.00	\$ 73,123.00	\$ 135,087.00	\$ -	Requested	\$ -	Not Active	\$ 29,026.00	\$ -	None	None	None	
Lake	\$ 68,730.00	\$ 383,146.00	\$ 451,876.00	\$ -	Active	\$ -	Requested	\$ 45,144.00	\$ -	5,172	2,301	7,473	
Lapeer	\$ 124,082.00	\$ 952,343.00	\$ 1,359,908.00	\$ -	Active	\$ -	Requested	\$ 124,082.00	\$ -	19,068	13,301	32,369	
Leelanau	\$ 76,064.00	\$ 2,552.00	\$ 78,616.00	\$ 5,748.17	Active	\$ 1,620.00	Not Active	\$ 71,248.00	\$ -	2,532	2736	5,268	
Lenawee 3	\$ 134,383.00	\$ 573,356.00	\$ 895,231.00	\$ -	Active	\$ -	Not Active	\$ 134,383.00	\$ -	no equipment to track calls			
Livingston 4	\$ 177,766.00	\$ 2,882,760.00	\$ 3,060,526.00	\$ -	Active	\$ -	Requested	\$ 47,582.66	\$ 130,183.34	50,285	58,085	108,370	54%
Luce	\$ 64,399.00	\$ 39,146.97	\$ 103,545.97	\$ -	Requested	\$ -	Not Active	\$ 48,907.40	\$ 33,011.00	1,280	430	1,710	
Mackinac	\$ 69,193.00	\$ 297,764.00	\$ 366,957.00	\$ -	Requested	\$ -	Not Active	\$ 122,724.00	\$ -	3,962	2,000	5,962	
Macomb	\$ 640,953.00	\$ 62,380.00	\$ 703,333.00	\$ 841,327.00	Active	\$ -	Not Active	\$ 174,185.00	\$ 1,015,512.00	124,707	96,502	221,209	
Manistee	\$ 61,228.00	\$ 819,279.00	\$ 880,507.00	\$ -	Active	\$ -	Not Active	\$ 208,828.74	\$ 253,708.12	14,000	10,000	24,000	
Marquette 4	\$ 108,736.00	\$ 802,389.00	\$ 911,125.00	\$ -	Active	\$ 361,924.00	Active	\$ 15,000.00	\$ -	13,530	4,176	17,706	
Mason/Oceana	\$ 165,084.00	\$ 1,205,335.67	\$ 1,370,419.67	\$ 12,000.00	Active	\$ 160,000.00	Active	\$ 155,851.09	\$ -	38,024	12,168	50,192	
Meceola	\$ 165,485.00	\$ 1,080,293.00	\$ 955,610.00	\$ 319,000.00	Active	\$ 294,000.00	Requested	\$ 955,610.00	\$ -	54,750	29,200	83,950	
Menominee	\$ 77,916.00	\$ 394,673.00	\$ 472,589.00	\$ 135,635.00	Active	\$ 9,600.00	Not Active	\$ 900.00	\$ 26,672.00	9,945	558	10,503	
Midland	\$ 126,186.00	\$ 1,261,831.00	\$ 1,388,017.00	\$ -	Active	\$ -	Not Active	\$ 123,607.00	\$ 31,991.00	58,500	16,800	75,300	
Missaukee	\$ 55,075.00	\$ 40,509.00	\$ 95,584.00	\$ 95,583.70	Active	\$ -	Not Active	\$ -	\$ -	6,224	3,321	9,545	
Monroe	\$ -	\$ -	\$ 1,758,359.20	\$ 79,395.00	Active	\$ -	Not Active	\$ 124,443.00	\$ 60,426.56	9,727	4,224	13,951	
Montcalm	\$ 79,365.28	\$ -	\$ 79,365.28	\$ 77,772.72	Active	\$ -	Not Active	\$ -	\$ 1,592.56	20,200	3,650	23,850	
Montmorency	\$ 70,698.00	\$ 68,020.05	\$ 156,807.77	\$ -	Active	\$ -	Not Active	\$ 88,955.63	\$ 68,583.28	2,340	884	3,224	
Muskegon 4	\$ 184,856.00	\$ 2,183,731.00	\$ 2,368,587.00	\$ -	Active	\$ 3,045.00	Not Active	\$ 184,856.00	\$ -	239,054	61,019	300,073	
Newaygo 3	\$ 94,535.00	\$ 793,299.45	\$ 887,834.45	\$ -	Requested	\$ -	Not Active	\$ -	\$ 94,535.00	n/a	n/a	n/a	
Oakland 4	\$ 940,617.00	\$ 5,856,999.38	\$ 24,585,724.70	Unknown	Active	Unknown	Not Active	\$ 24,213.81	\$ -	338,102	111,872	449,974	
Ogemaw	\$ 76,464.00	\$ 58,110.31	\$ 307,751.00	\$ -	Active	\$ -	Not Active	\$ 76,464.00	\$ -	6,815	977	7,792	
Oshtemo 4	\$ 64,993.00	\$ 100,139.00	\$ 165,132.00	\$ -	Requested	\$ -	Not Active	\$ 43,681.00	\$ 121,451.00	420	32	452	



APPENDIX 4  
2003 ETSC Report to the Legislature  
County Information 1

Oscoda	\$ 67,298.00	\$ 34,798.92	\$ 102,096.92	\$ 28,052.89	Active	\$ -	Not Active	\$ -	\$ -	1,806	450	2,256	
Otsego	\$ 76,405.00	\$ 342,299.33	\$ 392,480.00	\$ 50,000.00	Active	\$ -	Not Active	\$ 76,405.00	\$ -	6,333	4,541	10,874	
Ottawa	\$ 176,352.00	\$ -	\$ 3,512,737.60	\$ -	Active	\$ -	Requested	\$ 56,274.93	\$ 120,077.07	109,418	44,554	153,972	
Presque Isle	\$ 24,986.00	\$ 100,870.34	\$ 125,856.34	\$ 16,958.36	Active	\$ 73,863.19	Not Active	\$ 17,471.98	\$ 17,563.81	1,619	188	1,807	
Roscommon	\$ 78,003.00	\$ 572,589.00	\$ 650,592.00	\$ 16,339.62	Active	\$-	Not Active	\$ 85,995.42	\$-	73,000	unknown	73,000	
Saginaw	\$ 216,954.00	\$ -	\$ 4,222,000.00	\$ -	Active	\$ 224,800.00	Requested	\$ 12,208.00	\$ 352,139.00	385,000	231,000	616,000	
Saint Clair	\$ 183,355.00	\$ -	\$ 879,632.00	\$ -	Active	\$ -	Not Active	\$ -	\$ 183,355.00	23,000	30,000	53,000	
Saint Joseph 4	\$ 110,995.95	\$-	\$ 1,173,384.00	\$-	Active	\$ 160,311.83	Requested	\$-	\$ 49,315.88	141,000	41,000	182,000	
Sanilac 4	\$ 93,635.00	\$ 592,752.00	\$ 686,387.00	\$ 50,401.00	Active	\$-	Requested	\$ 20,715.00	\$ 148,832.00	4,019	3,000	7,019	
Schoolcraft	\$ 65,789.00	\$ 40,496.45		\$ 8,000.00	Active	\$ -	Not Active	\$ 7,990.29	\$ -	0	0	0	
Shiawassee	\$ 112,143.00	\$ 869,551.00	\$ 981,694.00	\$-	Active	\$-	Not Active	\$ 112,143.00	\$-	77,677	33,291	110,968	
Tuscola	\$ 103,930.00	\$ 1,209,927.00	\$ 1,313,857.00	\$ 117,992.00	Active	\$ 117,992.00	Not Active	\$ 1,081,939.00	\$ -	16,272	9,782	26,054	
Van Buren	\$ 120,187.00	\$ 827,720.00	\$ 827,720.00	\$ 38,100.00	Active	\$-	Not Active	\$-	\$-	23,480	18,844	42,324	
Washtenaw	\$ 283,000.00	\$ 917,000.00	\$ 1,200,000.00	\$ 5,000.00	Active	\$ 408,000.00	Not Active	\$ -	\$ 70,659.10	21,431	55,448	76,879	
Wayne-Detroit	\$ 576,526.72	\$ 2,466,253.01	\$ 30,000,000.00	\$ 70,000.00	Active	\$ 500,000.00	Requested	\$ 506,526.72	\$ -	1,433,959	200,000	1,633,959	
Wayne-D. River	\$ 310,404.86	\$ 1,169,836.41	\$ 1,480,241.27	\$ -	Active	\$ -	Not Active	\$ 2,637,732.83	\$ -	81,755		81,755	
Wayne-Eastern	\$ 225,003.87	\$ -	\$ -	\$ -	Active	\$ -	Not Active	\$ -	\$ -	12,640	unknown	12,640	
Wayne-Western	\$ 644,444.00	\$ 749,893.00	\$ 1,394,337.00	\$ 218,955.00	Active	\$ 14,344.00	Not Active	\$ 1,394,337.00	\$ -	189,438	21,946	211,384	
Wexford	\$ 81,713.00	\$ 2,800.00	\$ 84,513.04	\$ -	Active	\$ -	Requested	\$ -	\$ 81,713.00	1,100	400	1,500	
<b>TOTALS</b>	<b>\$ 12,138,088.22</b>	<b>\$ 62,688,455.26</b>	<b>\$ 128,419,374.02</b>	<b>\$ 3,636,341.47</b>		<b>\$ 3,303,404.67</b>		<b>\$ 14,863,318.62</b>	<b>\$ 5,108,963.20</b>	<b>5,241,462</b>	<b>2,016,864</b>	<b>7,258,326</b>	

**Appendix 6**  
**Michigan Wireless E-911 Service**  
**Status Report**

PSAP	Request Date Phase I	Phase I	Phase I Solution	Request Date Phase II	Proj./Actual Phase II	Phase II Solution	Deployment Status
<b>Alcona</b>							
AT&T	yes	yes					
Alltel (Formerly Century Tel)	yes	yes 3/21/02					
RFB Cellular (dba: Cellular One)	May-00	partial (CAS)	CAS				Hope to be NCAS Phase I by 9/1/03
Verizon	yes	yes					
<b>Alger</b>							
RFB Cellular	Apr-01	no					Hope to be Phase I compliant by 9/1/03
Alltel (Formerly Century Tel)	Apr-01	yes 12/19/02					
<b>Allegan</b>							
Nextel	Jun-00		HCAS		FCC waiver to Oct 2002	Hand set solution	E911 testing in July
Alltel (Formerly Century Tel)	Jul-00	yes 4/10/02					
Sprint PCS	Jan-01	yes 9/6/02	NCAS				Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Alltel (Formerly Century Tel)	May-00	yes 4/10/02					
Centennial	yes						
VoiceStream	yes						
<b>Alpena</b>							
Alltel (Formerly Century Tel)	May-00	yes 3/21/02	CAS				Phase I Deployed
NPI	yes						
RFB Cellular (dba: Cellular One)	Aug-00	partial (CAS)	CAS				Hope to be NCAS Phase I by 9/1/03.
<b>Antrim</b>							
RFB Cellular (dba: Cellular One)		no		N/A			
Alltel (Formerly Century Tel)	Oct-00	yes 9/10/02					
Dobson	Nov-01	yes	NCAS	N/A	N/A	Network-Based	Testing HP3000 on 7/3/02
NPI Omnipoint							
Nextel	Oct-00		CAS		FCC waiver to Oct 2002	Hand set solution	E911 testing in Sept.
<b>Arenac</b>							
Nextel	Dec-00	yes 5/26/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Alltel (Formerly Century Tel)	Dec-00	yes 1/14/03					
RFB Cellular (dba: Cellular One)		no		N/A			
<b>Baraga</b>							
Dobson	Jan-02	yes	NCAS	N/A	N/A	Network-Based	
Alltel (Formerly Century Tel)		pending					Pending CPE Equipment upgrade
<b>Barry</b>							
Centennial							
Alltel (Formerly Century Tel)	Jul-00	yes 4/8/02					
Nextel	Jul-00	yes 6/18/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Voice Stream							

<b>Bay</b>							
Nextel	Jun-00	yes 11/13/01	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Alltel (Formerly Century Tel)	Jun-00	yes 2/4/02					
Sprint PCS	Sep-00	yes 7/11/02	NCAS				Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Alltel (Formerly Century Tel)	yes	yes					
Alpine	yes						Anticipate Phase I to be deployed in fall 2002.
VoiceStream	yes	yes					
RFB Cellular (dba: Cellular One)	yes	no					Hope to be Phase I by 9/1/03
Verizon	yes	yes					
<b>Benzie</b>							
Dobson	Jan-02	yes	NCAS	N/A	N/A	Network-Based	
Cingular Wireless	Jun-00	yes 4/9/02	NCAS D136				(Switched by Dobson Comm.)
RFB Cellular (dba: Cellular One)	Sep-00	no	NCAS	N/A	N/A	Network-Based	
Alltel (Formerly Century Tel)	Jun-00	yes 1/25/02					
Nextel	Jun-00		HCAS		FCC waiver to Oct 2002	Hand set solution	Routing/Waiting trunk order
<b>Berrien</b>							
Nextel	Sep-00		HCAS		FCC waiver to Oct 2002	Hand set solution	PSAP hold--equipment upgrade
Alltel (Formerly Century Tel)	yes	yes 6/27/02					
Centennial	yes						
VoiceStream							
<b>Branch</b>							
Centennial							
Alltel (Formerly Century Tel)	Mar-01	yes 1031/01					
Nextel	Jun-00	yes 8/23/01	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
							Call routing sent 10/17/01. PSAP has been contacted many times and has not returned it. Rescind letter sent 2/12/02. PSAP did not respond to letter.
Sprint PCS	Mar-01						
VoiceStream							
<b>Calhoun</b>							
Centennial Wireless							
Alltel (Formerly Century Tel)	Jan-01	yes 5/10/02					
Cricket	yes						
Nextel	Jan-01	yes 6/19/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
							Did not have sites when they applied. We now have one site in Albion. I am process cell data.
Sprint PCS-Albion DPS	Nov-01		NCAS				
Sprint PCS-Calhoun County	Apr-01		NCAS				Call routing returned. Ordering panis from LEC
Sprint PCS-City of Battle Creek	Apr-01		NCAS				Call routing returned. Ordering panis from LEC
							Did not have coverage when they applied. As of 3/27/02 we have coverage. Preparing maps for call routing.
Sprint PCS-City of Marshall	Nov-01						
Verizon	yes	yes					
VoiceStream	yes	yes					
<b>Cass</b>							
Nextel	Jun-00	yes 10/1/01	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Alltel (Formerly Century Tel)	Jun-00	yes 10/31/01					
Centennial	yes	yes 11/1/01					
VoiceStream							

<b>Charlevoix</b>							
Nextel	Aug-00	yes 5/13/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Alltel (Formerly Century Tel)	Jan-01	yes 6/27/02					
RFB Cellular (dba: Cellular One)	Sep-00	no	NCAS				
NPI	yes						
Dobson	Jan-02	yes	NCAS	N/A	N/A	Network-Based	
<b>Cheboygan</b>							
Nextel	Aug-00	yes 5/13/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Dobson	yes	yes					
RFB Cellular (dba: Cellular One)	Sep-00	partial (CAS)	CAS				Hope to be NCAS Phase I by 9/1/03
Alltel (Formerly Century Tel)	Jan-01	yes 6/27/02					
NPI	yes						
<b>Chippewa</b>							
Alltel (Formerly Century Tel)	Apr-01	yes 12/18/02	NCAS				Data Collection
RFB Cellular (dba: Cellular One)		no					Hope to be Phase I by 9/1/03.
<b>Clare</b>							
Alltel (Formerly Century Tel)	Nov-00	yes 4/9/02					
NPI Omnipoint							
Nextel							
Verizon							
<b>Clinton</b>							
							Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Nextel	May-00	testing	CAS		FCC waiver to Oct 2002	Hand set solution	
Sprint PCS	Oct-00	yes 6/6/02	CAS				
Alltel (Formerly Century Tel)	May-00	yes 2/19/02					
Voicestream	yes	testing					
Verizon	yes	yes					
Cricket	yes	testing					
<b>Crawford</b>							
Alltel (Formerly Century Tel)	May-00	yes 3/21/02					
Nextel	Feb-01		CAS		FCC waiver to Oct 2002	Hand set solution	Routing/Waiting trunk order
NPI Omnipoint							
RFB Cellular (dba: Cellular One)	Feb-01	partial (CAS)	CAS				Hope to be NCAS Phase I by 9/1/03
<b>Delta</b>							
RFB Cellular (dba: Cellular One)	Sep-00	no	NCAS	N/A			Hope to be Phase I by 9/1/03.
Alltel (Formerly Century Tel)	Aug-00	yes 12/30/02					
<b>Dickinson</b>							
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 2/21/02
Alltel (Formerly Century Tel)	Mar-01	yes 12/13/02					
Cellcom		no					Working with Dickinson Co. Emergency Services and Intrado Inc. to turn up Phase I service as requested. To date we have applied for no cost recovery but would do so after Phase I is deployed. Cellcom has no commercial applications developed as a result of any E911 implementation.
<b>Eaton</b>							
AT&T							
Alltel (Formerly Century Tel)	Jul-00	yes 3/26/02					
Nextel	Jul-00	yes 6/19/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Sprint PCS	Sep-00						Net recs currently under development.

Verizon	yes	yes					
Voice Stream							

<b>Emmet</b>							
Dobson	Sep-00	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 4/9/02
Nextel	Aug-00	yes 5/13/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Alltel (Formerly Century Tel)	Jan-01	yes 12/5/02					
RFB Cellular (dba: Cellular One)	yes	no					
NPI	yes						
<b>Genesee</b>							
Cingular	Sep-00	yes 3/1/01	NCAS	3/8/02		TDOA/EOTD	Live Phase 1
Nextel	Jul-00	yes 5/13/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
							Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Sprint PCS	Sep-00	yes 8/1/02	NCAS				
Verizon	yes	yes					
VoiceStream	yes						
Cricket	yes						
<b>Gladwin</b>							
Nextel	Oct-00	Hold	HCAS		FCC waiver to Oct 2002	Hand set solution	On hold PSAP can't do HCAS
Alltel (Formerly Century Tel)	Jun-00	yes 5/7/02					
VoiceStream							
RFB Cellular (dba: Cellular One)		no		N/A			
<b>Gogebic</b>							
Dobson	Sep-00	yes	NCAS	N/A	N/A	Network-Based	
Alltel (Formerly Century Tel)	Apr-01	pendibg					Pending CPE equipment upgrade
<b>Grand Traverse</b>							
American Cellular (Dobson)	Sep-00	yes	NCAS	N/A	N/A	Network-Based	Live E911 on 3/18/02
Alltel (Formerly Century Tel)	Jun-00	yes 4/4/02					
NPI Omnipoint	yes	yes					
Nextel	Jun-00	yes 3/6/02	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
RFB Cellular (dba: Cellular One)	yes	no		N/A			Hope to be Phase I by 9/1/03
<b>Gratiot</b>							
Alltel (Formerly Century Tel)	Jul-00	yes 2/26/02					
NPI Omnipoint							
Nextel	Jul-00	yes 7/27/01	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
<b>Hillsdale</b>							
Nextel	Jul-00	yes 7/2/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Testing in July
Alltel (Formerly Century Tel)	Jul-00	yes 4/15/02					
Voice Stream	Jul-00						
Centennial	Jul-00						
<b>Houghton</b>							
Cellular One (Dobson)	Apr-01	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 3/28/02
Alltel (Formerly Century Tel)	Apr-01	yes 12/16/02					Pending CPE equipment upgrade
<b>Huron</b>							
Dobson/American Cellular	Sep-00	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 2/15/02
Nextel	Jul-00	yes 12/21/01	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Thumb Cellular	Jul-00		NCAS				In Progress
Alltel (Formerly Century Tel)							
RFB Cellular (dba: Cellular One)		no		N/A			

<b>Ingham</b>							
Nextel	Apr-01	yes 6/18/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
							Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Sprint PCS	May-01	yes 10/22/02	NCAS				
Alltel (Lansing P.D.)	yes	yes 7/25/02		May-03			Tier 2 carriers must deploy Phase II by 3/1/03, or within 6 mos. Of request, whichever is later ACI is on schedule to meet the FCC order
Alltel (East Lansing P.D)	yes	yes 5/1/02					
Verizon	yes	yes					
<b>Ion</b>							
Nextel	Jul-00	yes 6/18/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Alltel (Formerly Century Tel)	yes	yes 2/2/02					
							Translations issue with our SS7 signaling has been determined. Trunks will be reordered as CAMA. Testing will be rescheduled once trunks are in.
Sprint PCS	Jan-00	yes 7/18/02	NCAS				
VoiceStream	yes	yes					
Verizon	yes	yes 6/2/2002					
Alltel (Formerly Century Tel)	yes	yes 3/2/02					
<b>Iosco</b>							
Sprint PCS	Feb-02						
Alltel (Formerly Century Tel)	Nov-00	yes 1/14/03					
Centennial	yes						
NPI	yes						
RFB Cellular (dba: Cellular One)		no		N/A			
<b>Iron</b>							
Alltel (Formerly Century Tel)	yes	yes 12/13/02					
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 2/27/02
Xypoint							
<b>Isabella</b>							
Cenntenniel Wireless							
Alltel (Formerly Century Tel)	yes	yes 4/23/02					
Nextel	May-00	yes 8/9/01	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
<b>Jackson</b>							
Nextel	Mar-01	yes 7/2/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Testing in July
							Translations issue with our SS7 signaling has been determined. Trunks will be reordered as CAMA. Testings will be rescheduled once trunks are in.
Sprint PCS	Apr-01		NCAS				
Cricket	yes	yes					
VoiceStream							
Alltel (Formerly Century Tel)	Jan-02	yes 4/22/02					
<b>Kalamazoo</b>							
Nextel	Mar-01	Hold	HCAS		FCC waiver to Oct 2002	Hand set solution	PSAP hold
Sprint PCS	Mar-01						PSAP equipment will not be upgraded until beginning of 2003.
Cricket							
VoiceStream							
Alltel (Formerly Century Tel)	Mar-01	yes 1/16/03					
<b>Kalkaska</b>							
RFB Cellular (dba: Cellular One)	Apr-01	no	NCAS				
Alltel (Formerly Century Tel)	Apr-01	yes 4/30/02					
NPI Omnipoint							
Nextel	Apr-01	Hold	HCAS		FCC waiver to Oct 2002	Hand set solution	On hold PSAP can't do HCAS

Sprint PCS	Apr-01						Determining coverage.
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 2/27/02



<b>Kent</b>							
Airtouch							
AT & T							
Nextel--Grand Rapids PD	Apr-01	Hold	HCAS		FCC waiver to Oct 2002	Hand set solution	PSAP needs 10 D trunks to router
Nextel--Kent County	Mar-01	Hold	HCAS		FCC waiver to Oct 2002	Hand set solution	PSAP needs 10 D trunks to router
Sprint PCS-Grand Rapids P.D.	May-01						Problems in call routing. Working with PSAP for resolution.
Sprint PCS-Kent County	Jun-01						Call routing shows calls going to Michigan State Police, Rockford Post. Rockford Post is not Phase 1 capable. Working with PSAP.
Sprint PCS-Grand Rapids P.D.	Jun-01						Call routing shows calls going to Michigan State Police, Rockford Post. Rockford Post is not Phase 1 capable. Working with PSAP.
Sprint PCS-MSP Rockford Post Verizon	Jun-01						Call routing shows calls going to Michigan State Police, Rockford Post. Rockford Post is not Phase 1 capable. Working with PSAP.
Alltel-Grand Rapids P.D.	May-01	no					Negotiated deployment date of 6/7/03 with PSAP
Alltel-MSP Rockford	Oct-02	no					Negotiated deployment date of 6/7/03 with PSAP
<b>Keweenaw</b>							
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	
Alltel (Formerly Century Tel)	Mar-01	pending					Pending CPE equipment upgrade
<b>Lake</b>							
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	
Cingular/switched by Dobson)	Jul-00	yes	NCAS				(Switched by Dobson Comm.)
Alltel (Formerly Century Tel)	Jul-01	yes 6/7/02					Phase 1 Deployed
VoiceStream	yes						
<b>Lapeer</b>							
Cingular Wireless	Sep-00	yes 4/26/01	NCAS			TDOA/EOTD	Live Phase 1
Nextel	Jul-00	yes 4/30/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
							Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Sprint PCS	Sep-00	yes 9/30/02	NCAS				
Verizon	yes	yes					
VoiceStream							
<b>Leelanau</b>							
Cingular Wireless	Dec-00	yes 3/19/02	NCAS D299				(Switched by Dobson Comm.)
RFB Cellular (dba: Cellular One)	Mar-01	no	NCAS	N/A	N/A		
Nextel	Dec-00	yes 3/6/02	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
NPI/OmniPoint	yes						
Alltel (Formerly Century Tel)	yes	yes 1/25/02					
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	
<b>Lenawee</b>							
Nextel	Nov-00		HCAS		FCC waiver to Oct 2002	Hand set solution	Routing/Waiting trunk order
Alltel (Formerly Century Tel)	yes	yes 4/24/02					Phase I Deployed
							Transitions issue with our SS7 signaling has been determined. Trunks will be reordered as CAMA. Testing will be rescheduled once trunks are in.
Sprint PCS	Jan-01		NCAS				
Alltel (Formerly Century Tel)	yes	yes					
VoiceStream							
<b>Livingston</b>							
Cingular Wireless	Nov-00	yes 2/8/02	NCAS			TDOA/EOTD	Live Phase 1
Nextel	Nov-00	yes 7/2/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Testing in July
VoiceStream							
Verizon	yes	yes					

<b>Luce</b>							
RFB Cellular (dba: Cellular One)	Feb-01	no	NCAS				Hope to be Phase I by 9/1/03
Alltel (Formerly Century Tel)		pending					Pending CPE equipment upgrade

<b>Mackinac</b>							
RFB Cellular (dba: Cellular One)	Jan-01	no	NCAS				Hope to be Phase I by 9/1/03
Alltel (Formerly Century Tel)	yes	pending					Pending CPE equipment upgrade
NPI Omnipoint	yes						
<b>Macomb</b>							
Cingular Wireless	Sep-00	yes 10/17/01	NCAS			TDOA/EOTD	Live Phase 1
Nextel	Apr-01		HCAS		FCC waiver to Oct 2002	Hand set solution	Testing in July
							Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Sprint PCS	Sep-00	7/22/02	NCAS				
Verizon	yes	yes					
VoiceStream							
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	
<b>Manistee</b>							
RFB Cellular (dba: Cellular One)	Sep-00	no	NCAS	N/A	N/A	Network-Based	
Alltel (Formerly Century Tel)	Jul-00	yes 4/4/02					
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	
Cingular Wireless	Jul-00	yes 3/19/02	NCAS				(Switched by Dobson Comm.)
Nextel	Jul-00	Hold	CAS		FCC waiver to Oct 2002	Hand set solution	On hold for PSAP equipment
Sprint							
<b>Marquette</b>							
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 2/21/02
Alltel (Formerly Century Tel)	Mar-01	yes 12/30/02					Pending CPE equipment upgrade
<b>Mason</b>							
Cingular Wireless	?		NCAS D345				(Switched by Dobson Comm.)
Dobson	Jan-02	yes	NCAS	N/A	N/A	Network-Based	Testing HP3000 on 7/3/02
Nextel	Sep-00		HCAS		FCC waiver to Oct 2002	Hand set solution	Trunks ordered
Verizon							
Alltel (Formerly Century Tel)	Feb-01	yes 9/1/02					
<b>Mecosta</b>							
Centennial Wireless							
Alltel (Formerly Century Tel)	Jun-00	yes 4/25/02					
Dobson-American Cellular	yes	yes					
Nextel	Jun-00		HCAS		FCC waiver to Oct 2002	Hand set solution	Testing in August
NPI Omnipoint							
Voice Stream							
<b>Menominee</b>							
Dobson/American Cellular	Apr-01	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 2/25/02
Alltel (Formerly Century Tel)	yes	yes 4/15/03					
<b>Midland</b>							
Nextel	Jul-00	yes 3/28/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
							Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Sprint PCS	Sep-00	yes 11/21/02	NCAS				
Verizon	yes	yes					
Alltel (Formerly Century Tel)	Jul-00	yes 2/4/02					
VoiceStream	yes						
RFB Cellular (dba: Cellular One)		no		N/A			

<b>Missaukee</b>							
Ameritech							
Alltel (Formerly Century Tel)	Nov-00	yes 4/26/02					
Dobson/American Cellular	Apr-01	yes	NCAS	N/A	N/A	Network-Based	
Cingular Wireless	Nov-00	yes 3/19/02	NCAS				(Switched by Dobson Comm.)
RFB Cellular (dba: Cellular One)	Mar-01	no	NCAS	N/A	N/A	Network-Based	
NPI Omnipoint	yes	yes					
Verizon							
<b>Monroe</b>							
Alltel							
Cingular Wireless	Apr-02	yes 5/22/02	NCAS			TDOA/EOTD	Live Phase 1
Nextel	Jul-00		HCAS		FCC waiver to Oct 2002	Hand set solution	Trunks ordered
Sprint PCS	Sep-00						Call routing has not been returned by PSAP.
Verizon	yes	yes					
VoiceStream							
<b>Montcalm</b>							
Nextel-Greenville	Dec-00	yes 6/12/01	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Nextel-Montcalm CCD	Jul-00	yes 6/12/01	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
VoiceStream							
Alltel (Formerly Century Tel)	Jul-00	yes 2/19/02					
<b>Montmorency</b>							
Alltel (Formerly Century Tel)	May-00	yes 3/22/02					
RFB Cellular (dba: Cellular One)	Mar-01	partial (CAS)	CAS				Hope to be NCAS Phase I by 9/1/03
<b>Muskegon</b>							
Nextel	May-00		CAS		FCC waiver to Oct 2002	Hand set solution	Trunks ordered
Alltel (Formerly Century Tel)	May-00	yes 4/19/02					
Sprint PCS	Feb-01		NCAS				Translations issue with our SS7 signaling has been determined. Trunks will be reordered as CAMA. Testing will be rescheduled once trunks are in.
Alltel (Formerly Century Tel)	yes	yes 4/2/02					
VoiceStream							
Verizon	yes	yes					
<b>Newaygo</b>							
Nextel	Apr-01		CAS		FCC waiver to Oct 2002	Hand set solution	Routing/Waiting trunk order
Alltel (Formerly Century Tel)	Apr-01	yes 9/10/02					
<b>Oakland</b>							
AT&T							
Cingular Wireless	Jul-00		NCAS			TDOA/EOTD	PSAP has put deployment on hold.
Nextel	Jul-00		HCAS		FCC waiver to Oct 2002	Hand set solution	Routing/Waiting trunk order
Sprint PCS	Aug-00						Request on hold per request from PSAP.
Verizon							
VoiceStream							
<b>Oceana</b>							
Cingular							
Nextel	Sep-00		HCAS		FCC waiver to Oct 2002	Hand set solution	Trunks ordered
Verizon	yes	yes					
Alltel (Formerly Century Tel)	Feb-01	yes 9/10/02					
<b>Ogemaw</b>							
Nextel	Mar-01	yes 5/26/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Alltel (Formerly Century Tel)	Mar-01	yes 4/19/02					

RFB Cellular (dba: Cellular One)		no		N/A			
<b>Ontonagon</b>							
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	
Alltel (Formerly Century Tel)	Apr-01	pending					Pending CPE equipment upgrade

<b>Osceola</b>							
Centennial Wireless							
Alltel (Formerly Century Tel)	yes	yes					
Cingular Wireless	Sep-00	yes 4/25/02	NCAS				(Switched by Dobson Comm.)
Dobson	Apr-01	yes	NCAS	N/A	N/A	Network-Based	
RFB Cellular (dba: Cellular One)	Sep-00	no	NCAS	N/A	N/A	Network-Based	
NPI Omnipoint							
Nextel	Jun-00		HCAS		FCC waiver to Oct 2002	Hand set solution	Testing in August
Voicestream							
<b>Oscoda</b>							
Alltel (Formerly Century Tel)	May-00	yes 3/21/02					
RFB Cellular (dba: Cellular One)	Apr-01	partial (CAS)	CAS				Hope to be NCAS Phase I by 9/1/03
NPI Omnipoint	yes	yes					
<b>Otsego</b>							
RFB Cellular (dba: Cellular One)	Dec-99	partial (CAS)	CAS				Hope to be NCAS Phase I by 9/1/03
Alltel (Formerly Century Tel)	May-00	yes 3/22/01					
<b>Ottawa</b>							
Alltel (Formerly Century Tel)	Aug-00	yes 4/16/02					
Nextel	Aug-00	yes 6/19/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
							Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Sprint PCS	Sep-00	yes 7/2/02	NCAS				
Verizon	yes	yes					
VoiceStream							
<b>Presque Isle</b>							
Alltel (Formerly Century Tel)	Apr-01	yes 3/20/02					
RFB Cellular (dba: Cellular One)	Mar-01	partial (CAS)	CAS				Hope to be NCAS Phase I by 9/1/03.
<b>Roscommon</b>							
Centennial Wireless							
Alltel (Formerly Century Tel)	Jul-00	yes 2/2/02					
NPI Omnipoint Wireless							
Nextel	Jul-00		CAS		FCC waiver to Oct 2002	Hand set solution	Trunks ordered
Verizon							
Voice Stream							
RFB Cellular (dba: Cellular One)		no		N/A			
<b>Saginaw</b>							
Cingular							
Alltel (Formerly Century Tel)	Jul-00	yes 2/2/02					
Nextel	Jul-00	yes 3/28/02	HCAS	8/1/02	Deployed 5/14/03	Hand set solution	Phase I Deployed
							Translations issue with our SS7 signaling has been determined. Trunks will be reordered as CAMA. Testing will be rescheduled once trunks are in.
Sprint PCS	Sep-00		NCAS				
Verizon	yes	yes					
VoiceStream							
RFB Cellular (dba: Cellular One)	yes	no					Hope to be Phase I by 9/1/03

<b>St. Clair</b>							
Cingular Wireless	Mar-01	yes 1/4/02	NCAS			TDOA/EOTD	Live Phase 1
Nextel	Mar-01	yes 7/2/02	HCAS		FCC waiver to Oct 2002	Hand set solution	Testing in July
Sprint PCS	Mar-01	yes 10/29/02	NCAS				Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
Verizon	yes	yes					
AT&T	yes						
VoiceStream	yes						
<b>St. Joseph</b>							
Nextel	Jul-00	yes 8/23/01	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Centennial	Jul-00	yes					
Alltel (Formerly Century Tel)	Feb-03	yes 9/26/01		2/20/03			request, whichever is later. ACI is on schedule to meet the FCC order.
AirLink	yes	yes					
VoiceStream							
<b>Sanilac</b>							
Dobson	Mar-01	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 2/22/02
Thumb Cellular	yes		NCAS				In Progress
Nextel	yes	yes					
VoiceStream							
<b>Schoolcraft</b>							
RFB Cellular (dba: Cellular One)	Jun-01	no	NCAS				Hope to be Phase I by 12/31/03.
Alltel (Formerly Century Tel)	Mar-01	pending					Pending CPE equipment upgrade
<b>Shiawassee</b>							
Cingular Wireless	Jun-00	yes 7/12/01	NCAS			TDOA/EOTD	Live Phase 1
Nextel	Jun-00	yes 8/9/01	CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Sprint PCS	Jul-00		CAS				System testing started 4/16/02. Found that panis had not been loaded at LEC. Will reschedule testings before end of April
Verizon	yes	yes					
VoiceStream							
<b>Tuscola</b>							
Dobson	Mar-01	yes	NCAS	N/A	N/A	Network-Based	
Nextel	Jun-00	yes 12/5/01	HCAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Thumb Cellular	Jun-00		NCAS				In Progress
RFB Cellular (dba: Cellular One)	Sep-00	no	NCAS	N/A			
<b>Van Buren</b>							
Nextel	Apr-01		CAS		FCC waiver to Oct 2002	Hand set solution	Phase I Deployed
Sprint PCS	Apr-01		NCAS				Translations issue with our SS7 signaling has been determined. Trunks will be reordered as CAMA. Testing will be rescheduled once trunks are in.
Centennial	Apr-01	yes 12/1/2001					
Alltel (Formerly Century Tel)	Apr-01	yes 10/31/01					
VoiceStream	Apr-01	yes 5/1/02					
<b>Washtenaw</b>							
Cingular Wireless	Sep-00	yes 2/9/01	NCAS			TDOA/EOTD	Live Phase 1
Nextel	Jul-00		HCAS		FCC waiver to Oct 2002	Hand set solution	PSAP can't do HCAS; equipment has been ordered
Sprint PCS	Sep-00	yes 9/5/02	NCAS				Does not plan to seek cost recovery for Phase II. Will continue to seek recovery on underlying Phase I costs incurred in the delivery of the information.
VoiceStream	yes						

Verizon	yes	yes					
<b>Wayne</b>							
Cingular Wireless-CWW	Sep-00	yes 6/27/02	NCAS			TDOA/EOTD	7 of 12 live, 5 on schedule for July
Cingular Wireless-City of Detroit	Nov-00	yes 11/30/01	NCAS			TDOA/EOTD	Live Phase 1
Cingular Wireless-CEW	Apr-01		NCAS			TDOA/EOTD	Waiting on call routing approval.
Cingular Wireless-Downriver Mutual	Apr-01	yes 6/12/02	NCAS			TDOA/EOTD	10 PSAPs live, 3 waiting on software or CPE upgrades
Nextel-Conf of Eastern Wayne	Apr-01		HCAS		FCC waiver to Oct 2002	Hand set solution	Data Collection
Nextel-Conf of Western Wayne	Sep-00	Hold	HCAS		FCC waiver to Oct 2002	Hand set solution	Can't do HCAS
Nextel-Detroit (City of)	Mar-01		HCAS		FCC waiver to Oct 2002	Hand set solution	Routing/Waiting trunk order
Sprint PCS-CEW	Apr-01						PSAP will not start review of call routing until Downriver is launched.
Sprint PCS-CWW	Sep-00		NCAS				Currently in Call Routing. Net Recs projected to be done in May. Will deploy after Cingular.
Sprint PCS-Detroit P.D.	Mar-01						PSAP nonresponsive--sent rescind letter 2/12/02.
							3/18/02 PSAP asked not to be rescinded, but no call routing info recd
Sprint PCS-Downriver Mutual Aid	Apr-01						Still in call routing.
VoiceStream							
Verizon	yes	yes					
<b>Wexford</b>							
RFB Cellular (dba: Cellular One)	yes	no					
Alltel (Formerly Century Tel)	Jul-00	yes 1/24/02					
Nextel	Jul-00	Hold	HCAS		FCC waiver to Oct 2002	Hand set solution	PSAP can't do HCAS
NPI Omnipoint Wireless							
Cingular Wireless	Jul-00	yes 3/19/02	NCAS				(Switched by Dobson Comm.)
Dobson	Sep-00	yes	NCAS	N/A	N/A	Network-Based	Live E9-1-1 on 3/19/02